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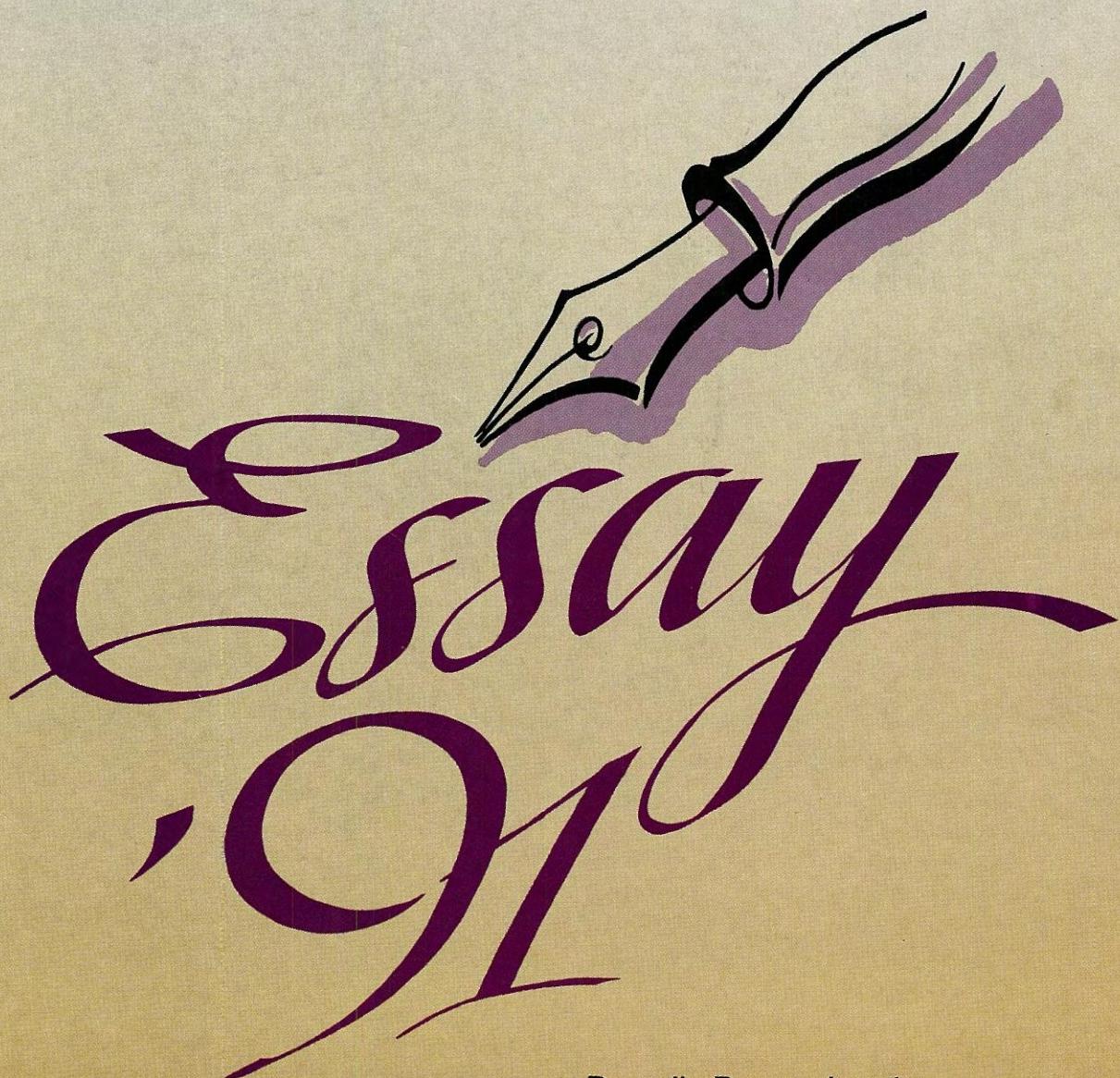
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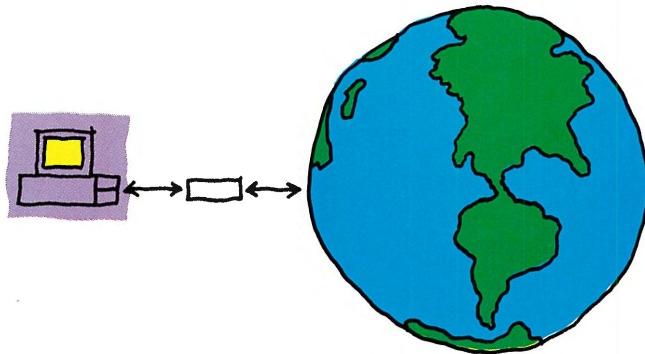
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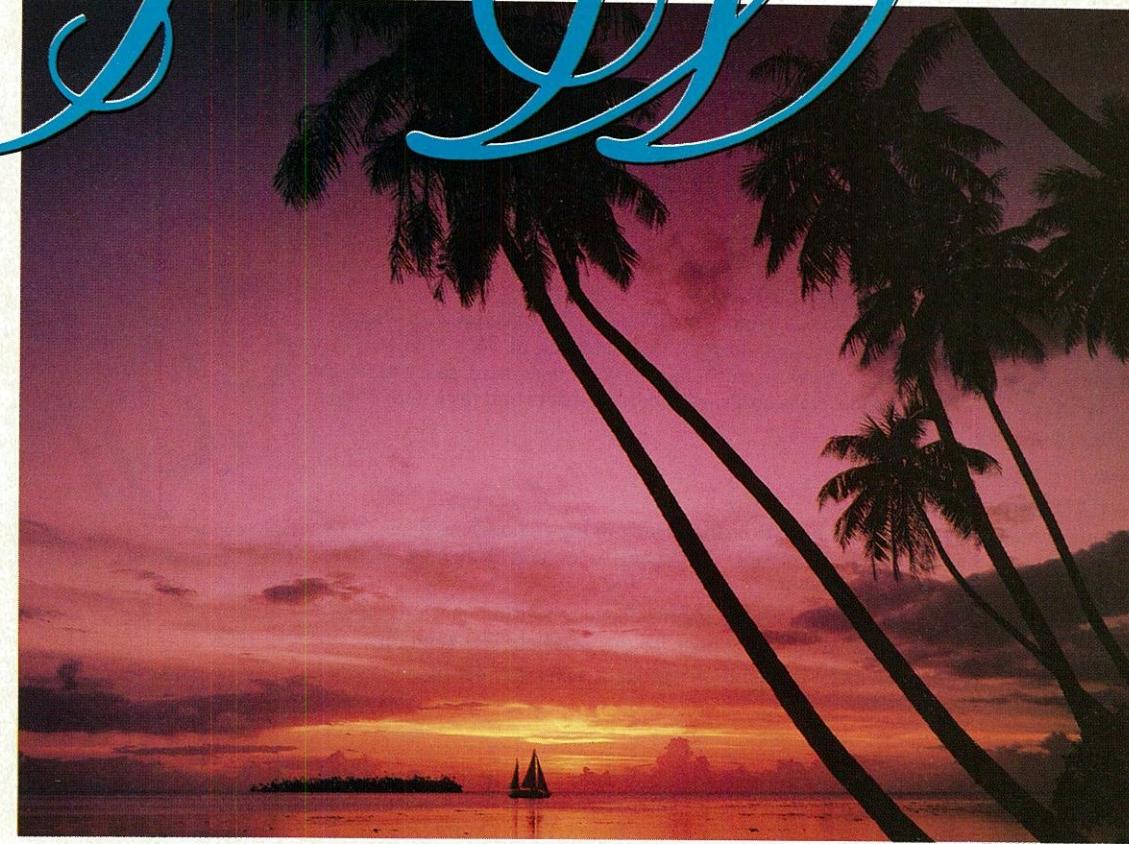
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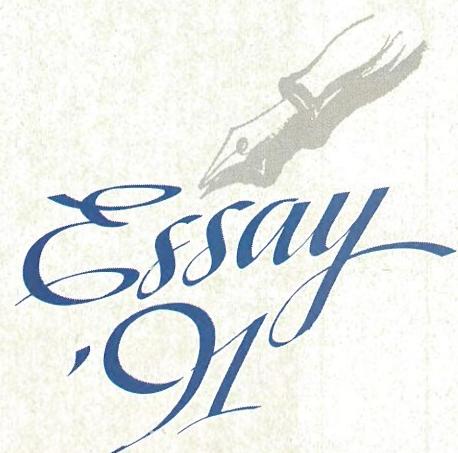
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Dear Reader

COMPUERVE MAGAZINE

CompuServe® Magazine™, December 1991

Volume 10 Number 12

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For 10 years *CompuServe Magazine* has extolled the benefits of networking. Most of the time our readers—CompuServe members—tell the story, but filtered through the mind and word processor of the writer who interviews them. Although *CM* has always carried a reader-written feature called “Member Essay” as a forum for CompuServers, the column is a mere sliver of the magazine. This month we decided to open it up and let *CM* readers take over a more significant amount of feature space to tell it their way—a super-sized edition of Member Essay, if you will. Stories for this feature were collected as a result of our call for entries last summer.

We were gratified by your response and astounded by the creative ways you use information services. It was a difficult task to choose just a dozen essays from among so many good ones; our only regret is that we couldn't provide space to publish more. You will find the selected essays—and bios of the authors—beginning on page 12.

If the winning essays from the cover story contest inspire you, it's not too late to get in on the action. We always accept submissions for the monthly “Member Essay” column that normally runs in the Monitor section of the magazine. Writers of selected essays get their story published and a \$50 CompuServe Information Service connect-time credit as a “thank-you” for writing.

* * *

There's an important change coming to the magazine, and since it involves a regular feature that has proven popular with readers over the past few years, we believe an explanation is in order.

Next month the Uploads column (p. 10-11 in this issue), which provides a random sampling of programs and text files available in CompuServe forum libraries, will no longer appear in one place. Instead, we will begin to spread Uploads' content throughout the magazine in boxed listings attached to articles. For example, an article in this month's issue on CAD systems includes an “uploads box” on pages 24 and 25. The uploads box covers CAD files from a variety of systems and platforms, including those operating under IBM, Macintosh, Amiga and Atari. It also includes file listings from forums whose members use CAD applications, and embraces such diverse interest groups as model railroaders.

Subsequent issues of the magazine will include uploads boxes similar to the CAD feature with every article for which it makes sense to do so. We will attempt to include a broader variety of systems and forums in each uploads box, and you will see more uploads boxes in the future. We're also working on a better system of gathering and screening files to improve the quality of listings across the board.

Of course, you needn't read an article to make sense of the file listings attached to it. If the first thing that you normally do upon receiving the magazine is to scan the Uploads column, you can still approximate that activity next month by quickly leafing through the entire issue and scanning the clearly-marked uploads boxes. If you need it, an article to help provide a framework for the files and to explain associated forum activity is always nearby.

There are several reasons for the change, including reader survey feedback indicating a need for it; the main idea is to offer you more file listings, better quality listings, and presentation in context to help make sense of it all. We are also reevaluating the Uploads column and possibilities that it might one day return in an improved format. With the number of forums, libraries and files growing exponentially, we must look ahead to more efficient ways of gathering and presenting the material, and we believe that beefing up specific and topical file coverage is a start. We appreciate hearing from you about this change (CompuServe Mail 76004,3302) and future changes as we progress.

Douglas G. Branstetter
Editor

E-mail Mail

After reading your article "Addressing the Issue: How to Get from Us to Them" (October 1991, p. 16), I hit on a solution to a problem. I had a quick question for a company I do business with, but was getting the run-around. No one would return my phone calls.

Luckily *CompuServe Magazine* arrived with the correct solution: send a fax. I had the company's fax number and the method to get a quick notice sent to this business. So, I composed a quick letter, detailing my frustrations in getting my questions answered and faxed it to them using CompuServe. The next morning, I received phone calls both at home and at work, explaining the answer to my query. Thanks for providing the technology to get the job done.

Steven M. Dickes
Rochester, Minn.

The article, "The Entrepreneur's Better Half," (October 1991, p. 12) in *CompuServe Magazine* was good to read. It is nice to see that others reap great benefits from the use of e-mail. However, e-mail is still fairly new in many peoples' minds and I see a few things about this that thwart its progress.

First, I am always running into places that don't use it much yet. E-mail will be great when it is established as well as the telephone. Second, a place may have e-mail established, but may fail to take it seriously.

I propose an unwritten law of e-mail etiquette: When you receive a message, which asks for something in return, reply quickly. If you can't respond with what is requested, at least say so with an estimate of when you will reply with an answer. This is really just "professional courtesy," which many practice in good business anyway in more traditional media (letters, telephone calls, etc.).

David E. Sommer
Henderson, Nev.

Sending and receiving mail comes naturally and is second nature to most people. When the mail stops moving, as it did in Canada due to a recent nationwide strike, it had a profound effect on millions of Canadians. The mail is moving now, but because the contract has yet to be ratified, the possibility of further disruption of mail services is still in the minds of many.

CompuServe was there when I needed it during the strike. I was able to check my "mailbox" daily, even though it was not the mailbox that the monthly bills come in. I was also able to send mail that I normally would have had to affix a stamp to. Many people feel that this "electronic age" is far

too complex and impersonal. I say that they are wrong, and should realize the full potential and positive effects of these times.

Blair Price
Richmond Hill, Ontario, Canada

More on Modemocracy

The October issue of *CompuServe Magazine* lists a letter (Letters, p. 4) from Richard Stoney, who notes that there are federal and state computer systems, available to all legislators, which "list all pending bills, the status of each bill, committee reports, voting records and other useful information." Stoney proposes CompuServe provide access to those databases.

I think this is an excellent idea. I was not aware of such systems (although now, it seems obvious), and *CompuServe Magazine* has done us a good service by publishing this letter. I urge CompuServe to do all in its not inconsiderable power to arrange such a gateway.

I do hope you will investigate this idea—and thank you for an excellent magazine.

Paul Havemann
Oak Ridge, N.J.

I was reading the October Letters about the "Modemocracy" piece (July 1991) and it made me think how nice it would be if I could "write" my congressman/senator via CompuServe Mail. I often have something to say but am rarely able to overcome inertia when it comes to writing a conventional letter. I'm sure I would be much more interactive if I could speak up electronically. It's too bad you couldn't just give each representative an account in the public interest. It might be interesting to see how many of them would make their office hardware CompuServe-ready.

Bob Krueger
San Diego, Calif.

Atari & Supra

It seems like it was only two months ago when *CompuServe Magazine* insulted the Atari ST crowd by omitting the machine from a feature on downloadable files. A scant two issues later, you have done so again by ignoring the fine shareware resources for the Atari ST in your latest issue. Additionally, you brand the Atari Vendor Forum as a "most unexpected place" for Supra to host its customer service forum. Really, Atari users have been enjoying Supra products for many years, and it seems like only recently that 'the rest of you' have discovered their goodies. The only thing "most unexpected" is that it took you so long to discover their value.

Please, as a shareware author, an avid

supporter of the Atari ST and a long-time CompuServe member, I ask that you make further efforts to support all platforms in your magazine, services and promotional literature. CompuServe helped pioneer the global online village. Don't forget that those who support you might not have machines with IBM and Macintosh written on the front of them.

Gordon R. Meyer
Park Ridge, Ill.

Writer's Ethics

As a free-lance magazine writer, I was especially horrified to read about the Society Expedition piece ("Dear Reader," October 1991, p. 3). We writers tend to complain about the bad apples on the publishing and editing side of the table. But we have a few worms, too.

I'm sorry this situation happened to you; but by being forthright about it, you gain back our trust as readers. Keep up the good work.

Stephen Morrill
Tampa, Fla.

What's That Number Again?

In the "World Update" column (Monitor, September 1991, p. 8), you list the telephone number of NIFTY-Serve as 03 3221 7363. We have relocated our office and the number is now 03 5471 5806.

Takashi Kimura
Chiyoda-ku, Tokyo, Japan

I was looking for the CompuServe help desk phone number in the October issue of *CompuServe Magazine* and was unable to find it. Is this number in the magazine?

John Elevins
Kansas City, Mo.

Editor's Note: We are now listing the number in the "Send a Letter" box at the end of this section.

Send a Letter

Send your letter to the editor by CompuServe Mail to 76004,3302. A \$25 connect credit is given to the writer of each letter published. Sorry, we cannot acknowledge letters or answer questions through this service. Please use CompuServe's Feedback system (GO FEEDBACK) or call 800/848-8990 for questions, problems, address changes, etc. A representative from Customer Service will be glad to help you.

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Put together such high-tech wonders as video optical laser discs, advanced computer graphics software and camcorders, and what do you have? A new business: desktop video.

Desktop video will account for half of the desktop publishing market in the next few years, according to Paul and Sarah Edwards, sysops of the Working From Home Forum. And that's a conservative estimate; others figure it will be as big as DTP.

"Desktop video refers to using new technologies to create full-motion video at your desk," say the Edwardses, whose latest book, *The Best Home Businesses for the '90s* (Jeremy P. Tarcher Inc., 1991), offers information on the topic. "The term generally describes the wedging of television and computer technologies."

Desktop video is not a single business, but rather a series of businesses, including desktop presentations featuring animated videos where once slides or overheads would have been used; computer-generated graphics integrated into video productions; and video production services that turn raw camcorder-shot videotapes into polished productions. Other aspects of desktop video include creating local cable television commercials and producing special interest videotapes or corporate videos.

The Edwardses recommend that budding desktop video entrepreneurs use both sides of their brain. Not only do they need to understand images and artistic ways to use them, but also they must be technically and mechanically inclined.

For more information on desktop video, see the Working From Home Forum's (GO WORK) Section 8, "Desktop Video."



PAUL MONTGOMERY

Open Up and Say 'Huh?'

We've been told, probably more times than we care to remember, that flossing is the best form of preventive mouth care. For those lacking nimble fingers to manipulate floss, dentist and Health & Fitness Forum member George Sparrow describes an interesting, effective alternative in Library 6, "Family/Senior Health," file FLOSS.TXT.

The small triangular-shaped plastic stimulator, fetchingly

known as the Squeak-a-Dent, comes in a plastic vial, hygienic and handy to take wherever you go. Simple to use, the broad base of the triangle is placed next to the gum tissue. Then, it's pushed through until felt on the inside of the mouth with the tongue. The stimulator can be effectively used between attached crowns in lieu of using floss with a floss threader. GO GOODHEALTH.

WORLD UPDATE

Wunderbar! German Access Expands

Members in Germany now can access CompuServe via local nodes in Frankfurt and Munich and also a new link to the Datex-P network. This network expansion reduces communication surcharges and offers faster access, up to 9600-baud.

With the new pricing, members in Munich and Frankfurt can access CompuServe directly during off-peak hours (19.00-8.00) for \$15/hour and during peak hours (8.00-19.00) for \$20.50/hour. Access for 9600-baud costs \$25/hour off-peak and \$30.50/hour during peak hours.

To use CompuServe's node in Munich, the dial-up number is 089/66 53 01 70. CompuServe's Frankfurt node is accessible at 069/2 09 76.

For members in Germany outside Munich or Frankfurt, Datex-P communication surcharges have been lowered from \$14.50 to \$10.50 per hour during off-peak hours. To obtain this lower rate for Datex-P, members need to change their Network User Address to R_4569002330.

Members using DOS CompuServe Information Manager 1.32 or 1.33 need to update the existing Datex-P network script. Earlier versions of CIM also need to be upgraded. Upgrades and patches are avail-

able for a small fee in the CIM Support area (GO CIMSOFT). Users of CIM for the Macintosh can order the new version that supports the cost-effective access. GO CIMSOFT for details.

For questions about lower-cost access methods, members in Germany can contact CompuServe in Munich via the freephone: 0130 4643.

▼ ▼ ▼
Members who use CompuServe's UK-related services may have noticed several new "faces" online. The 12,000 members of Micronet, which recently ceased publication as a daily online service on British Telecom's Prestel, were invited to

join CompuServe.

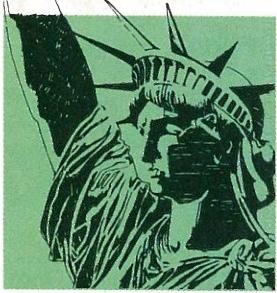
The UK Computing Forum has opened a special section for Micronet members. Other services designed for UK members include the UK Shareware Forum; the UK Newspaper Library, which offers keyword search and retrieval of the leading UK newspapers; and the UK News Clips and UK Sports Clips services, which provide full-text access to the latest Reuters International news and sports stories affecting the UK.

Upcoming UK-related services include weather information and maps, stock quotes and a marketing library.

Get That Widow on the Set

We've all seen them on television and in the press: faces of shocked, suffering survivors whose loved ones have been lost in fires, floods, earthquakes and other tragedies. Journalists know such pictures are truly worth a thousand words. But they also invade privacy—even more so if they're accompanied by a microphone thrust into tearful faces. Are these "grieving widow pix" justified?

Veteran Toronto TV reporter Greg Lubianetzky asked that question in the Journalism Forum. Lubianetzky had covered a house fire where he instructed his camera crew to record the sobs of a newly fatherless family, and then second-guessed himself. "I'd like input from both sides to better fuel my thoughts on a similar decision in the future," he explained. Many professionals responded. To find out more, GO JFORUM and read the file GRIEVE.TXT in Library 11, "Ethics."



KING ASSOC.

Modern Maturities

Extra cash, especially this time of year, always comes in handy. One potential source, suggests Washington, D.C., programmer Franklin Leibsky, are the Savings Bonds you likely received as a child, now lying forgotten and buried in a dresser drawer or safety deposit box. Figuring out just how much that paper hiding under the T-shirts and socks is worth today has never been easier, thanks to three IBM and compatible programs available in Library 2, "Bonds/Fixed Income," of the Investors' Forum (GO INVFORUM).

The file you need depends on the age of your bond. For older Series E bonds, issued between 1942 and 1980, download EBOND3.ZIP. Newer Series EE bonds, issued in 1980, are also quickly priced by the database in EEBOND.ZIP. Finally, for those holding US Victory notes issued between 1966 and 1970, the program of choice is SNOTES.ZIP. Updates are released every six months, following the Bureau of the Public Debt's issuance of the Tables of Redemption Values (Form PD 3600).

So Many Wedges, So Little Time

It's been called the nectar of the gods, and for some it's practically a religion. Now the faithful can pay homage to the Cheesecake with dozens of mouth-watering recipes in Library 5, "Desserts and Sweets," of the Cooks Online Forum (GO COOKS). To compile a list of cheesecake recipes, ranging from "SWIRLC.TXT," an espresso and chocolate swirl cheesecake, to "MAORCH.TXT," a mandarin orange cheesecake, search the library using the key word CHEESECAKE.

A Gift Guide to Electronic Merrymaking

Entertainment software on your holiday shopping list this year? Then turn to CQXMAS.LST in Library 1, "General/Help," of the Game Publishers Forum (GO GAM-PUB). Here you'll not only find gift-giving hints that are sure to please game-playing aficionados but also a directory of available preview demos of some anticipated best sellers from vendors such as Electronic Arts, Spectrum Holobyte, Lucasfilm Games, Sierra On-Line and Microprose.

Perhaps the file that offers

the most bang for one's downloading buck is PGDEMO.ZIP, published by a relative newcomer to the scene, Quantum Quality Productions. The 278K IBM and compatibles package, found in Library 16, "Other Publishers," is a playable demonstration of the recently released *The Perfect General*, a strategy game by Mark Baldwin and Bob Rakosky, the team that brought us *Empire*. Suggests Associate Forum Manager Chris Lampton, "I wouldn't be surprised if the demo itself ended up in a few stockings

come Christmas morning!"

Armchair pilots will undoubtedly want to test drive FALD3.ZIP now in Library 5, "Spectrum Holobyte." In this interactive demo of the long-awaited *Falcon 3.0*, you take the controls of an F-16 fighter jet to bomb bridges, destroy tanks and engage in air-to-air dogfights.

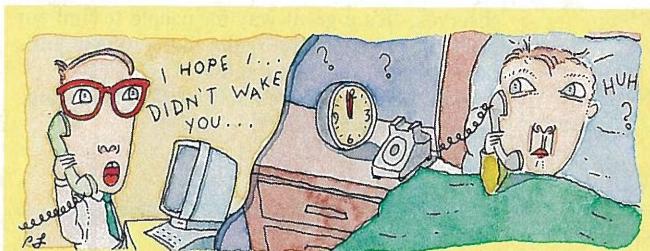
Diabetic Studies

The Diabetes Forum (GO DIABETES) is actively involved in three research projects that could directly affect the lives of its members.

Forum members are taking part in an ongoing survey conducted by researcher Joan Hoover. Preliminary findings, presented at last June's 14th ADA/IDF Congress in Washington, suggest that for 87 percent of diabetics, the clinical definition of good diabetes control is not obtainable. Hoover wants to expand the initial sample of 200 (29 percent of forum members) to 500. She can be contacted through Forum Manager Dave Groves at User ID number 76703,4223.

While at the Washington Congress, Groves met Dr. Pat Carroll, who is on staff at the University of Pittsburgh medical school and is one of the best internationally known diabetes cure researchers. Carroll wants to locate newly diagnosed diabetics for screening in a program using FK506 or islet infusions that might allow them to get off insulin treatments. For specific qualifications, drop her a note at User ID number 70142,1647.

Finally, Dr. Barry Ginsberg, in conjunction with the World Health Organization, is studying the prevalence of diabetes in Asiatic Indians residing in the United States. He has noted an unusually high incidence of diabetes among Indians in Great Britain and is gathering statistical evidence to see if a similar pattern exists in the United States. His User ID number is 76214,2772.



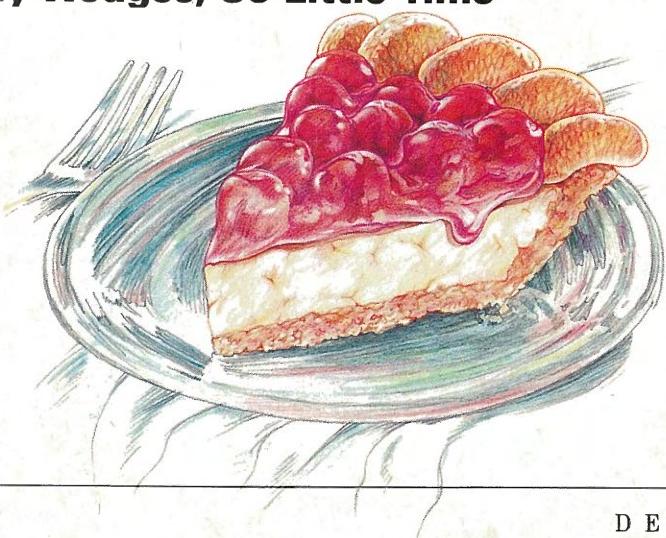
PAUL FISCH

Hey, Were You Up?

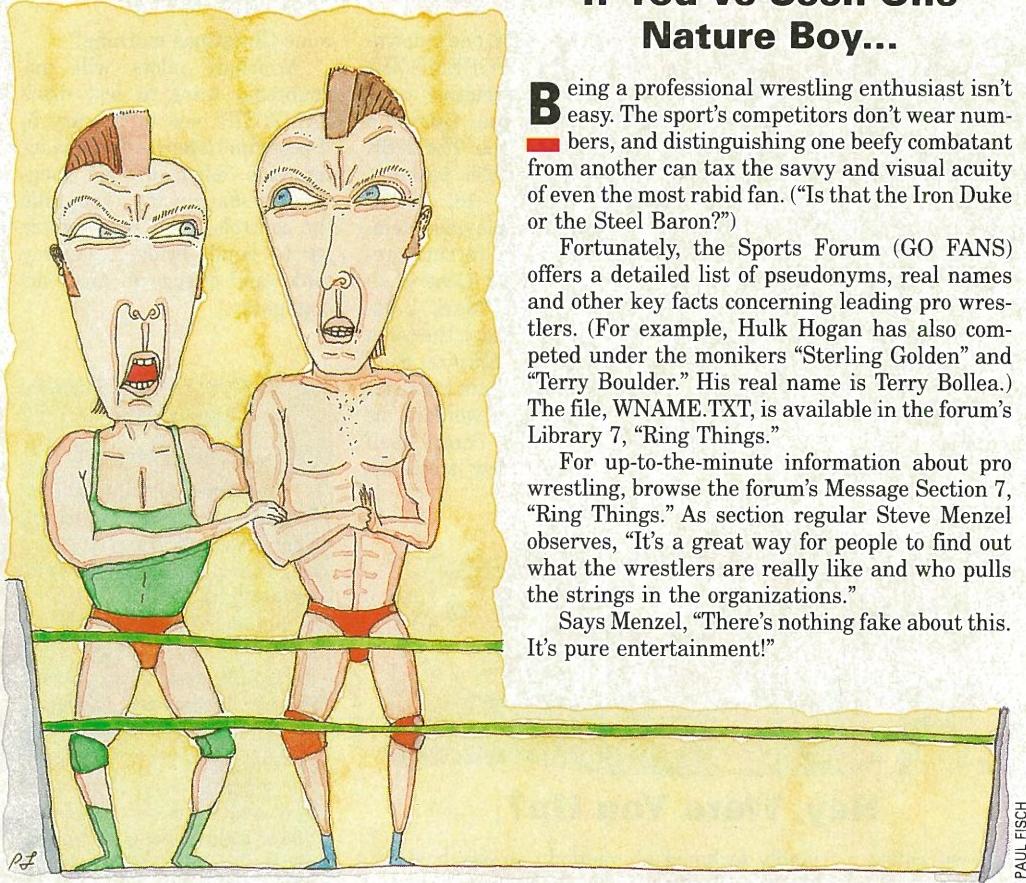
Ever called a friendly technoid at midnight to ask how to reconfigure a hard drive, or been awakened by a co-worker in need of some late-night programming advice?

If the answer is yes, you might want to try HELPPC.ZIP, a shareware program in Library 6, "Tools/Debuggers," of the IBM Programming Forum (GO IBMPRO). This compendium of reference information contains everything you ever wanted to know about the IBM PC. Although designed for use by professional programmers, HELPPC.ZIP is also great for novices because it retrieves data for any key word or phrase requested. So, even if you don't know the difference between a monochrome monitor and a BIOS parameter block, you can find it on your own, anytime day or night, and let your friends get some sleep.

Version 2.1 also has a help indexer that allows each user to customize his or her copy of HELPPC.ZIP by adding new key words, phrases and definitions.



PAUL MONTGOMERY



Games People Produce

The secret fantasy of most computer gamers is to one day write a computer game of their own. Section 11, "Game Design," of the Gamers Forum (GO GAMERS) can help turn that dream into a reality. Novices learn secrets of the trade from professional programmers as they work together to produce a graphic version of the classic shareware game REHACK.

Participants are divided into separate groups, depending on their areas of expertise, and assigned specific tasks. One group might be designing icons, for example, while another programs an event manager. Each group is led by an experienced programmer or graphic artist. The project is sponsored by the Game Designers Workshop and includes such noted game programmers as Roe Adams, co-designer of *Ultima IV*.

Making a Solid Case for Common Sense

It's a heartbreaking story, but thanks to CompuServe and a psychologist, it has a happy ending.

Two West Virginia children had been living with their widowed grandmother for several years after their mother and incarcerated father couldn't care for them. The parents moved out of state, returning occasionally for brief visits. When the Internal Revenue Service seized the father's income tax refund as child support, the parents decided they wanted their kids back, figuring it was cheaper to live with them.

Michael Sheridan, a psychologist in private practice in rural West Virginia, was asked by the grandmother's attorney to evaluate the children. The attorney had discovered case law that indicated children could be placed with a "psychological" rather than a biological parent, something that defied years of legal practice, which routinely favors biological parents.

"From the standpoint of common sense, there was no

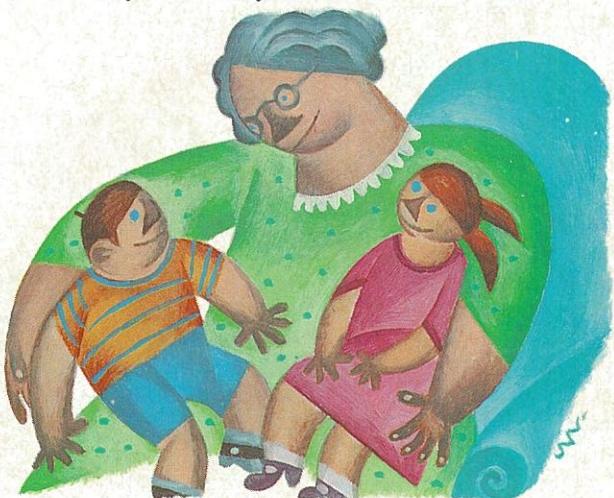
doubt in my mind where the children needed to be. Unfortunately, the law has little to do with common sense," says Sheridan, who determined that the grandmother was indeed the "psychological parent."

He needed expert help. Leaving a single message in the Legal Forum (GO LAWSIG), Sheridan was overwhelmed with assistance from attorneys throughout the United States. "Several really smart lawyers

and other experts on children's issues came up with ideas and strategies to win the case."

When Sheridan testified, he took the printout of the message thread into court with him and explained its source and contents to the judge. "It was clear that I'd done my homework," he says.

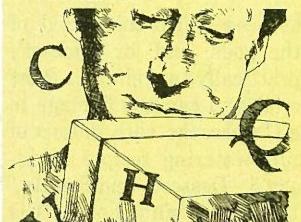
The judge decided in favor of the grandmother, encouraging the biological parents to visit their children more often.



MICHAEL MC LAUGHLIN

Image May Be Everything, But This is Nuts

If you're tired of dealing with the alphabet soup of graphic formats, download the latest version of Image Alchemy, file ALCV14.ZIP in Library 10, "Graphics," of the IBM Applications Forum. This graphics format converter moves easily between JPEG, GIF, TIFF, PCX, Sun Raster, ILBM, Targa, SGI, EPS, PCL, Windows and PICT formats.



KING ASSOC.

Monitor

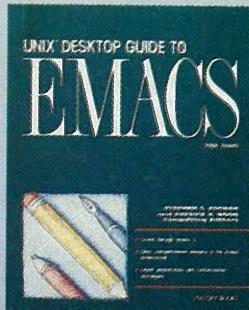
Contributors:
Cathryn Conroy, Mike Pietruk, Lindsay Van Gelder

GO WB

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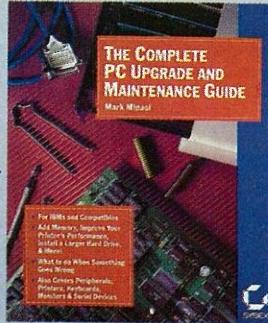
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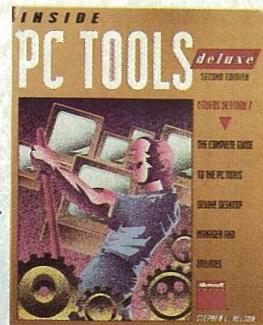
UNIX Desktop Guide to EMACS

Part tutorial, part reference guide, this important text covers the ins and outs of EMACS. Essential for intermediate to advanced users working with text files on a UNIX system. By Ralph Roberts. Sams. \$27.95



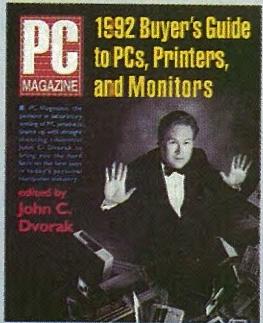
The Complete PC Upgrade and Maintenance Guide

A comprehensive guide that's unintimidating and easy-to-follow. You get all you need to know to identify and fix most hardware problems, do preventive maintenance and power-up your IBM or compatible. By Mark Minasi. SYBEX. \$27.95



Inside PC Tools Deluxe, 2nd Edition

Learn how to put the award-winning features of PC Tools Deluxe to work for you. This action-oriented, straightforward and practical guide is an unbeatable resource. Covers version 7. By Stephen L. Nelson. Microsoft. \$22.95



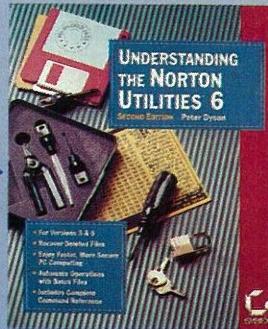
PC Magazine 1992 Buyer's Guide to PCs, Printers, and Monitors

These in-depth, exhaustive evaluations of computer hardware include both general information and detailed discussions to take the hassle out of selecting equipment. Edited by John C. Dvorak. Ziff-Davis. \$19.95



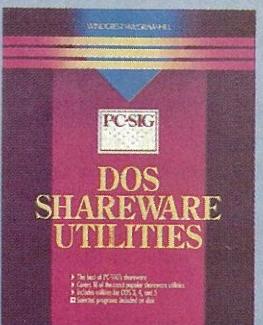
PC Magazine Guide to Using NetWare

Experts advise on real-world solutions for customizing your NetWare environment, increasing your efficiency, optimizing your memory and more. Includes disk. By Les Freed and Frank J. Derfler, Jr. Ziff-Davis. \$39.95



Understanding the Norton Utilities 6

Whether your primary concern is with rescuing lost files or optimizing overall performance, this up-to-date, practical guide will help you streamline your computing by mastering Norton Utilities 5 and 6. By Peter Dyson. SYBEX. \$26.95



DOS Shareware Utilities

Maximize the performance and management of your DOS system with innovative shareware. This book describes and explains 18 of the most popular packages available and how to order and use them. Includes disk. Windcrest/McGraw-Hill. \$29.95

Books are also available at Waldensoftware stores. Check the Yellow Pages for the store nearest you.

WaldenCOMPUTERbooks

Current Hits

by David Peyton

The libraries in CompuServe's forums are filled with thousands of files. The following are a few of the files uploaded in recent months. For a more up-to-date list, check the weekly "Uploads" columns in *Online Today* (GO OLT-3700).

APPLE II USERS FORUM

(GO APPUSER)

Quit-To—A CDA that allows you to go directly from any ProDOS 8 program to any other ProDOS 8 or GS/OS program. Don't waste time going back to the Finder. Shareware. File QUITTO.BXY (11,648 bytes) in Library 6, "Igs DAs/INITs."

AQUARIA/TROPICAL FISH FORUM

(GO AQUAFORUM)

Angel Kids—An article from ATOLL originally published in *MariNews*, the publication of the British Marine Aquarist Association, describes the color changes in the juvenile Emperor Angel. File MA0274.TXT (6,667 bytes) in Library 5, "Marine/Reef Aquaria."

ATARI PORTFOLIO FORUM

(GO APORFORIO)

Sliding Tiles—Graphic version of the classic sliding tiles puzzle game by Don Messerli. Freeware. File TILES.ZIP (9,984 bytes) in Library 4, "Entertainment."

COMMODORE ART/GAMES FORUM

(GO CBMART)

Laser Eagle—Fast-action arcade game for the Commodore 64 in which you attempt to hit the ship that's shooting at you before it or other airborne obstructions knock you out of the sky. Joystick in port 2 required. File EAGLE.BIN (48,384 bytes) in Library 8, "Arcade/Action Games."

DATA BASED ADVISOR FORUM

(GO DBADVISOR)

Tolman Dental Program—Demo of a Clipper-compiled application designed to handle the business needs of a small- to medium-sized dental office. Limited to 100 families. File TOLMN1.ZIP (239,551 bytes) and TOLMN2.ZIP (153,456 bytes), in Library 8, "Database Apps."

DESKTOP PUBLISHING FORUM

(GO DTPFORUM)

JetPilot—LaserJet printer control. Use pull-down menus to control virtually every feature of your LaserJet II, IID, IIP, III, IID, IISI, IIP or compatible printers. Allows you to print envelopes that import the address from the screen. Save complete settings to setup files that can later be loaded to restore your LaserJet to specific settings. Run from DOS as a stand-alone program or install as a TSR. Supports expanded memory. For the latest version, BROwse for JP* (approximately 75,579 bytes) in Library 6, "PC DTP Utilities."



GENEALOGY FORUM

(GO ROOTS)

OMNIDay—A personal diary program for MS-DOS systems. Keep your diary on a computer. More than 10,000 encryption options for diary. Can handle up to 10 users at once and has full-featured text editor. Accepts all major TSR spell checkers and thesauruses. All world date formats handled. Shareware from Unicorn Software Limited. File ODAY.ZIP (169,020 bytes) in Library 3, "MS-DOS Software."

H-P PERIPHERALS FORUM

(GO HPPEPERIPH)

Print Checks—A program for printing checks on the DeskJet family of printers. Personal size checks up to 3.5-by 8-inches can be accommodated. Fully configurable by the user. Keeps disk log of checks printed. File DJCHEK.ZIP (42,335 bytes) in Library 5, "DeskJet."

IBM APPLICATIONS FORUM

(GO IBMAPP)

PREP—A program that can be used to create multiple choice, true/false runtime programs on any subject. Excellent study aid for students. Menu-driven with context-sensitive help throughout. PREP provides extensive review opportunities of student/group results. Question sets can contain up to 200 questions with five possible choices and responses for correct and incorrect answers. Prints questions to printer or text file. You'll find the shareware program in the file PREP.ZIP (202,705 bytes) in Library 11, "Education [A]."

IBM BULLETIN BOARD FORUM

(GO IBMBBS)

BBS List—An archived text file containing a list of hundreds of BBSes located around the world. Phone numbers in this file are updated every 90 days. File WCLIST.ZIP (13,851 bytes) in Library 7, "BBS Listings [B]."

IBM COMMUNICATIONS FORUM

(GO IBMCOM)

PCM100—A communications program allowing text files exchanges between the TRS-80 Model 100 hand-held computer (or compatible) and any PC-XT (or close compatible, such as the Tandy 1000 PC) via the serial port and a null modem adapter. Most of the upper ASCII characters are automatically translated as well during downloading and uploading. Shareware by Yves Charier. File PCM100.ZIP (28,007 bytes) in Library 2, "Comm Utilities [C]."

IBM EUROPEAN USERS FORUM

(GO IBMEUROPE)

EZ-Menu—Used throughout the world from the United States to Africa to England to Kuwait. This version supports multiple time/date formats, usage tracking, timed execution, mouse support and more. File EZMENU.ZIP (214,097 bytes) in Library 2, "DOS/Utilities [E]."

INVESTORS' FORUM

(GO INVFORUM)



Total Investor—A Lotus 1-2-3 (version 2.0 or greater) shareware template used to manage and analyze security portfolios. This program combines multiple portfolio accounting, charting and technical analysis into a single integrated package. The technical indicators supported include moving averages, relative strength, momentum and many others. File T1123.ARC (167,662 bytes) in Library 1, "Stocks/The Market."

MACINTOSH APPLICATIONS FORUM

(GO MACAP)

Address Book—A shareware information manager. Keeps addresses, phone lists. Features include printing a one-quarter size phone book, catalog/index/search capabilities, conversion utilities from text or HyperCard address stack supplied. File ADDRES.SEA (196,608 bytes) in Library 3, "Databases."

MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

Madness Rage—Allows you to "shoot" bullet holes into your Mac's screen. Professional sounds and graphics and all guns are in complete 8-bit color and black and white. File RAGE.SEA (245,760 bytes) in Library 2, "Arcade/Action Games."

MODEM GAMES FORUM

(GO MODEMGAMES)

Telego—Play Go against an opponent via modem or use the computer as a game board to work through problems. This program is designed to be used with a VGA system and will work also with your mouse. Additionally, it is compatible with the Tele-tsuke program available from the American Go Association. Complete documentation included. File TELEGO.ZIP (88,854 bytes) in Library 9, "Board/Card Games."

NEXT FORUM

(GO NEXTFORUM)

Doctor Is In—An application that shows 3-D renderings of various anatomical parts in complex animation on the NeXT. File DOCTOR (1,109,581 bytes) in Library 5, "Applications."

PC MAGNET UTILITIES/TIPS FORUM

(GO ZNT:UTILFORUM)

Windows Utility—Displays and sets custom colors in more Windows components than you can through the Control Panel display. Lets you change all Windows component colors, modifying and viewing the impact of the changes as you make them. File WINCOL.ZIP (28,881 bytes) in Library 2, "PC Mag Utils."

Oldies but Goodies

by David Peyton

Following is a list of files uploaded to CompuServe forums more than a year ago that have won the right to be called "oldies but goodies," either by the recommendation of forum managers or by the number of downloads each file has received.

AI EXPERT FORUM

(GO AIEXPERT)

Frank—Another variant of the famous Eliza conversational program that simulates a psychiatric session. Runs under DOS 3.1 or higher on MS-DOS computers. File FRANK.ARC (31,360 bytes) in Library 15, "Beginner's Corner."

AMIGA ARTS FORUM

(GO AMIGAARTS)

Rings of Zon—An arcade/strategy/adventure game featuring 19 levels, save/restore, high score, multiple stereo soundtracks, more than 100 objects, monsters, moving walls, spells, weapons and more. File RINGS.LZH (201,472 bytes) in Library 2, "Games."

APPLE II USERS FORUM

(GO APPUSER)

Printer Buffer—An INIT that reserves either 32K or 64K as a printer buffer. Unshrink and copy the file to your * /system/system.setup directory. File BUFFER.BXY (9,344 bytes) in Library 6, "IIGs DAs/INITs."

ASTRONOMY FORUM

(GO ASTROFORUM)

Saturn Picture—Hubble Space Telescope wide field camera true-color image of Saturn obtained Aug. 26, 1990. Made from three exposures with varying wavelengths. Images were configured to minimize spherical aberration effects. Polar hexagon around the north pole—first seen by Voyager in the early 1980s—is visible. File HTSAT.GIF (41,472 bytes) in Library 10, "Graphics."



AUTODESK AUTOCAD FORUM

(GO ACAD)

Quick Command—A group of AutoLisp enhancements for AutoCAD that offers faster command entry, interactive transparent calculator, 3-D zooms without regens, extended/improved block and layer commands, windowed multiple entry explosion and a new command group based on SSet manipulations. Improves productivity and expands the versatility of AutoCAD. Fully documented. File QUIKCM.ARC (51,628 bytes) in Library 8, "Applications."

COMMODORE ART/GAMES FORUM

(GO CBMART)

In a GIF—A fast Commodore 64 picture decoder/viewer/converter for viewing GIF files on the Commodore 64's multicolor graphics screen in minutes, not hours. You also can save the displayed graphic in a Koala format. File GIFFY.BIN (4,736 bytes) in Library 10, "Graphics Util & GIF."

DBASE FORUM

(GO DBASE)

ZIP Codes—An archived file containing a DBF file with ZIP codes for all cities and states in the United States. File ZIPCOD.ZIP (326,605 bytes) in Library 4, "dBase IV."

EDUCATION FORUM

(GO EDFORUM)

World Name Game—An educational program in a form appealing to children. Provides the user with maps of areas surrounding state and national capitals and challenges the user to name the country, state or city. The maps permit the user to learn countries and cities in relation to the surrounding territories. File WNG2.EXE (121,829 bytes) in Library 2, "Shareware & PD SW."



GAMERS' FORUM

(GO GAMERS)

Joker's Wild—A simulation of Joker's Wild poker machine in Las Vegas. For MS-DOS systems. File VPJOKE.ZIP (72,193 bytes) in Library 13, "Other Games."

IBM APPLICATIONS FORUM

(GO IBMAPP)

Form Designs—A form design tool for MS-DOS systems. Design, fill out and print forms. Built-in database to fill out forms for you. Use any printer. Fonts not needed. Includes mouse support, pull-down menus, boxes, lines, shading, automatic date and sequence. File PFFORM.ZIP (330,752 bytes) in Library 6, "Business Apps [A]."

IBM BULLETIN BOARD FORUM

(GO IBMBBS)

Free Speech—A streamlined BBS designed for high message throughput. Installs quickly. Supports up to three languages (English and French text provided) with full foreign character translation. Can run as a stand-alone BBS, a front-end or as a door. No maintenance. From Pinnacle Software. File FREE.ZIP (121,856 bytes) in Library 1, "BBS Programs [B]."

IBM HARDWARE FORUM

(GO IBMHW)

ASCII File Printer—A program to print ASCII text files on a PostScript laser printer. Allows selection of multiple page images per sheet, headers, margins, characters per line, lines per page, portrait or landscape and more. Useful for printing source code, text data files, database and spreadsheet report output files and others. Shareware. File POSTSC.ZIP (30,122 bytes) in Library 2, "Printer Utils [H]."

MACINTOSH ENTERTAINMENT FORUM

(GO MACFUN)

Colorful Life—The game of *Life*, by John Conway, with a wrinkle. New cells inherit the color of the majority of its neighbors. Makes it easier to watch the "life forms" interact. File COLORL (25,344 bytes) in Library 16, "Pre-1990 Games."

MACINTOSH NEW USERS/HELP FORUM

(GO MACNEW)

Heaptol—A utility that gives you direct control over the size of your system heap by allocating a specific amount of space after all other INITs have loaded. Shareware. File HEAPTL.BIN (10,297 bytes) in Library 7, "System Tools." See also HEAPTL.WRT (42,458 bytes) in the same library, a MacWrite file containing the documentation for HEAPTL.BIN as well as a description of the interaction between INITs and the system heap.

MACINTOSH SYSTEMS FORUM

(GO MACSYS)

Bootman—A MultiFinder-aware application that will display and edit three fields in the boot blocks of your startup command: (1) System Heap Size; (2) Maximum Number of Open Fields, and (3) Maximum Number of O/S Events. Bootman will also present you with a dynamic graphic display of the current state of your system heap. Freeware. File BOOTM.N.SDL (15,616 bytes) in Library 6, "Utilities."

PC MAGNET UTILITIES/TIPS FORUM

(GO ZNT;UTILFORUM)

Snipper—A program that copies any portion of a text screen to a printer or file or inserts it as keyboard input into an applications program. This version features added cursor pad keys: Home, End, PgUp and PgDn and give quick, one-keystroke moves to all screen/window edges for either anchoring first upper left or second lower right corner. File includes source code and documentation. File SNIPPER.ZIP (16,000 bytes) in Library 16, "Other Utils."

Tips for Finding Files

In an environment as dynamic as the Information Service, some changes in file locations and names are unavoidable. To keep informed of changes in files mentioned in "Uploads" or anywhere in the magazine, GO OLT-600.

To find files with names that contain numbers indicating a version (i.e., WHAP19.ZOO), search using * in place of the version number (WHAP*.ZOO). Watch forum news flashes for file updates, or if all else fails, post a message to the forum sysop.

When *CompuServe Magazine* put out a call for entries for our Member Essay Contest, you responded with stories about how CompuServe has saved you time, saved the day—and even saved a life. You wrote to us from all over the world, sharing from diverse viewpoints, interests and professions.

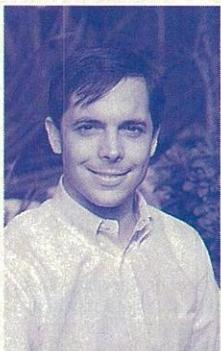
Many essays related how you found support and lasting friendship within our electronic community. In times of tragedy, sickness and life-changing events, someone on the other side of the screen helped ease the transition. Others told how CompuServe links family and friends separated by distance.

You told us how CompuServe benefits your leisure time by keeping you informed of trends and news on your favorite hobbies and games. Educational applications were also important to you for academic and health research, and for school reports your children seem to forget about until the last minute.

We also learned ways you've used CompuServe on the job to save time, meet deadlines, help clients and increase your productivity. Some of you told how CompuServe's hardware and software support forums were invaluable in completing projects.

The collection of winning essays on the following pages represents creative, out-of-the-ordinary ways you've made the Information Service work for you. The *CompuServe Magazine* editorial staff judged the entries and selected the winners, who each received a \$100 connect-time credit.

The staff of *CompuServe Magazine* would like to thank all of you who took time to write an essay and share your experiences. Remember that you can always contribute essays for publication (and a connect-time credit) in CM's monthly Member Essay column in the Monitor section. Submit your essays via CompuServe Mail to 76004,3302.



Conrad Turner, 32
Washington, D.C.
Refugee case-processing
specialist

Although Conrad Turner is only indirectly involved in the Peace Corps now, he says those two years spent in Sierra Leone forever changed his life. "Peace Corps service forces you to look at life from completely new angles," he explains, noting that being removed from Western life provided him with a new kind of objectivity. For instance, while in Africa he was able to develop the art of conversation, discover the joy of reading books and writing letters, and learn that he could live without such Western luxuries as television. Turner admits Peace Corps work can be frustrating, but unlike most jobs, the participants put their hearts into it fully.

Now working as a refugee case-processing specialist for a private firm under contract to the Department of State, Turner spends much of his free time recruiting new members for the Greater Washington Friends of Sierra Leone.

Communiqués of the Sub-Sahara

Last March I joined an organization made up of a handful of former Peace Corps volunteers who had served in the small West African country of Sierra Leone. We hoped someday to launch development projects in that country, but we were limited by our size and lack of funds. In discussing ways to increase membership, we decided to create a newsletter and send it to as many former Sierra Leone volunteers and other interested people as we could locate.

On the evening the mailing was to be printed, I logged on to CompuServe and, on a whim, went into NewsGrid and performed a key-word search of SIERRA LEONE on the unlikely chance that there would be a news item or two. To my surprise, there was a full page of article headers: Sierra Leone had just been invaded by Liberian rebels! I called the newsletter editor, told him to stop the press and then wrote a summary of the news, which was featured prominently in the mailing the next day.

The response was astounding. Membership in our organization skyrocketed, and we have since incorporated. At the Peace Corps' 30th anniversary celebration, we held a meeting and reception attended by nearly 200 people, including Sierra Leone's ambassador to the United States and 100 prospective new members. News about the



STEVE THOMAS

rebel incursion into Sierra Leone never seems to make it to the regular press, and now I regularly depend on CompuServe for updates to include in our mailing.

Thanks to CompuServe's news services, we are now much more optimistic about the possibilities for future aid projects and are already considering ways to help refugees from the fighting.



John Koszewnik, 39
Novi, Mich.
Manager, Ford Motor Co.

Murphy, a soft-coated wheaten terrier, shares the Koszewnik household with Maggie, another wheaten terrier, and two guinea pigs named Oreo and Butterscotch, as well as with John, his wife Toni, and their children, Drew and Kyle. The kids and dogs have become best of buddies. Two years ago when Kyle was four years old, her parents had to carefully explain to the doubting little girl that Murphy and Maggie were not really her brother and sister.

Koszewnik, who received an engineering degree from Stevens Institute of Technology and an MBA from Harvard University, manages light truck powertrain program planning for Ford. Free time is spent doing "Dad" activities, including serving as cubmaster for Drew's Cub Scout pack and coaching his soccer team.

He uses CompuServe to keep on top of automobile industry trends and to track the competition, as well as to help the kids with their school research projects.

Paying Heed to Murphy's Flaw

Our dog, Murphy, came into our family about six months before our first child was born. Murphy was not a good guard dog, not a good hunting dog, not good at much of anything, except keeping us thoroughly entertained. He was as frisky as they come. When he was excited, he could jump for joy several feet into the air.

One cold, damp winter day when Murphy was about four years old, he yelped as he got up from a nap. We didn't think much about it until it began to occur repeatedly. The veterinarian diagnosed him as having hip dysplasia, a degenerative condition generally affecting older and heavier dogs, and advised that we could control it with aspirin.

The aspirin each morning, hidden in a dab of cream cheese that Murphy looked forward to, seemed to work for three years. Then the pain became severe. Murphy kept his spirits up, but it was clear he was in constant discomfort. One of the most energetic animals I had known had become a sedentary creature.

Something had to be done. I did not want to have Murphy put to sleep, but it

wasn't fair to allow him to suffer. The veterinarian told us he didn't have any answers.

On the way home from work one night I remembered the movie *Charly*, in which Cliff Robertson searched medical literature to uncover potential cures for his character's ailment. "Why can't I do that?" I thought. Using PaperChase, I searched using the key words, CANINE and HIP DYSPLASIA. I found two references to a hip replacement operation for dogs being performed at The Ohio State University. After reading the articles, my wife and I discussed the matter with our vet. He learned that the Small Animal Hospital at Michigan State University in Lansing also performed the operation.

Murphy had one hip replaced with a steel/plastic substitute in December 1989 and the other hip replaced in February 1990. Today, Murphy is frisky once again, running and clowning around as much as ever. Our vet calls him "The Bionic Dog" and "Tin Bottom." Without PaperChase and CompuServe, he would not be a member of our family today.

Documenting an Ill-Fated Dynamic

If you want to be successful in the 1990s, Kirby Timmons' advice is to become a lifelong learner. Crediting IQuest as one of the best classrooms, Timmons says he always learns something new when he uses CompuServe.

An avid computerist since 1983, when he built his own CP/M computer from a Heathkit and accessed CompuServe with a 300-baud acoustic coupler modem, Timmons says CompuServe has made him more self-reliant and more trusting of his opinions, because they are based on solid facts from up-to-the-minute sources.

A former television writer with such credits as "The Waltons" and "Grizzly Adams," Timmons works as a writer, editor, director and producer of training videos for CRM Films. His training film on the effects of groupthink on the Challenger disaster will be used by businesses to help employees understand the dynamics of group decision-making.

Timmons lives with his wife, Gloria, a teacher of gifted children, and their twin boys, Heath (named for the original Heathkit computer) and Clay.



Kirby Timmons, 45
Glendale, Calif.
Creative director,
CRM Films

As a writer-producer of business and management training videos, I am always looking for solid ideas for new instructional programs. I have found CompuServe to be an invaluable resource.

Recently, my company assigned me the task of developing an instructional video on the subject of "groupthink," a phenomenon in which people in groups make disastrous decisions due to psychological pressures to conform. It has been blamed for such disparate decision-making fiascos as the Bay of Pigs, Pearl Harbor, Truman's crossing of the 38th parallel that began the Korean War, and other blunders.

My objective was to find a fresh approach to update this decades-old topic. Such events as the Iran-Contra affair, Watergate and even the Challenger incident came to my mind. And so did CompuServe.

Accessing IQuest, I entered CHALLENGER and GROUPTHINK and immediately hit paydirt. I found an article by two psychologists at Lamar University definitively linking groupthink to the process that led up to the decision to launch the ill-fated shuttle.

But how could we realistically and economically portray such an emotionally charged and sensitive subject in an instruc-

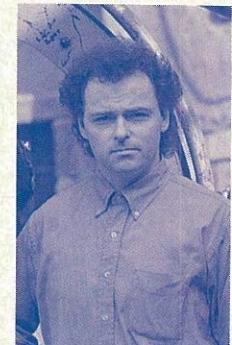
tional video? This time it was a Space Forum member who responded to my distress call. He recalled a TV movie based on the incident. Investigating, I found that the movie, *Challenger*, included scenes between NASA engineers and managers and Morton-Thiokol, depicting in detail the decision-making process leading up to the launch.

After a year of negotiations with the producers, I was given permission to use a 10-minute clip of the movie for training purposes. Arrangements were made to tape interviews with psychologists. Negotiations ensued with the various acting, writing and directing guilds for clip rights. Throughout the process, CompuServe contributed greatly, with access to current scholarly research, electronic mail and fax transmissions, not to mention a network of support through the Space and Education Forums.

Groupthink, 2nd Edition, was released in September. All those who worked on the project tried to keep in mind the educational goals of the original Challenger mission. We felt strongly that if we could in some small way further those goals, we would be honoring the mission and its seven astronauts.



JIM CACCIO



Alfred H. Dolder, 37
Berlin, Germany
Independent filmmaker

Alfred Dolder's involvement with European film production began in the mid-1980s when he was asked to work on the film *My 20th Century*, which was made in Budapest, Hungary. On his first visit to Berlin, Dolder, then a resident of Los Angeles, met the film's director at the Berlin Film Festival and became a producer with the hopes of attracting American financial participation. The film won the *Palme d'Or* at the Cannes Film Festival in 1988, the highest award given. Since the film was made in Hungary, then a Communist nation, Dolder relied on CompuServe's telex connection to keep in touch with the West while the film was in production.

Dolder develops and produces feature motion pictures and provides production services to other film and television companies. He says *America '91* would have been next to impossible to make without the resources of Phone*File. "CompuServe's reasonable pricing of services allows me to compete in a business that is absolutely dependent on communication," he says.

PHOTOREPORTERS

A Reunification with the Hawkeye State

A recent project offered me one of the biggest challenges of my career as a film producer: to find more than 125 people, 5,000 miles away, who had not been in contact with each other for more than 35 years.

The film, which was to air as a German television special, was a look at the evolution of the United States and Cedar Rapids, Iowa, in the 37 years since the film's director, Lucy Jochimsen, graduated from high school there as an exchange student. She wanted the people she knew at the time to appear in the film.

My job was to locate the Burgess family, who hosted her in 1954, and her classmates. It was not going to be easy. Both the Burgesses and Lucy's family in Germany had moved during the '50s and had lost contact. The high school no longer existed, and the house she lived in had been replaced by a medical center parking lot.

The preparation work was done in Berlin, so CompuServe was the logical choice to get started. I connected to the Phone*File database to search for the 127 names of the graduating class and the host family. I came up with 808 possibilities and used CompuServe Mail's Postal feature to make initial

contacts. Imagine the Burgesses' surprise when they got the letter!

The Postal and Fax features kept us in contact with the Iowa Film Office in Des Moines, the mayor of Cedar Rapids and other business and government agencies. Easy Sabre and the Official Airline Guides (OAG) Electronic Edition also were vital, as last-minute changes in airline reservations were handled in moments, freeing us to concentrate on the project.

On arrival day, the Burgesses met Lucy at the airport. They recognized each other immediately and tears, warm embraces and smiles flowed freely. Thanks to CompuServe, we found 80 students from the class of '54.

America '91, was a major success, broadcast to a record audience July 3, 1991, on ARD, Germany's largest television network. Lucy, her classmates, friends and the Burgess family are back in touch, exchanging photos of grandchildren.

CompuServe helped me accomplish a job in hours that would have taken months, and at a fraction of the cost. But even more important, CompuServe reached across oceans and continents to bring back together people who never would have met again.



Andrew Brown, 36
London, England
Journalist

After reading Alexander Solzhenitsyn's *Gulag Archipelago* in 1979, Brown's wife, Caroline, joined Amnesty International. Two years ago, Amnesty began a campaign against the use of the death penalty in Jamaica, and several of the group's British members began informally corresponding with inmates on death row in St. Catherine's Prison. Among the letter-writers was Caroline, who had lived in Jamaica with her family for more than 20 years. "She was keen to get involved," says Brown.

He predicts the couple will continue to be involved in Amnesty's projects and will use CompuServe to help further the group's work. In fact, Brown anticipates there will be a need to pressure the Jamaican government again, and the couple is ready to help orchestrate another fax deluge.

Brown writes a column on parliamentary politics for a British newspaper, *The Independent*. A relatively new member, he discovered CompuServe when he wrote a newspaper article about CompuServe's Gulf War coverage.

Stay by the Fax

My wife had been corresponding with Ivan Morgan, an inmate on death row in Jamaica, for about a year when a telegram from Kingston banged through the letterbox. It read: "Appointed to hang on Thursday. Call Carl Rattray, Jamaica. Save us. Ivan Morgan and Earl Pratt."

With less than a week to act, sending letters through the mail was clearly out of the question. The wheels of justice grind more slowly in Jamaica than elsewhere; the two men had waited on death row for 13 years. It could easily take that long for a letter campaign to have any effect on the government.

The only form of long-distance mass pressure left to exert on the Jamaican government was a fax campaign. Amnesty International had fax numbers for the governor general, the minister of justice (Carl Rattray), the prime minister and the foreign minister.

Although we did not know it at the time, Amnesty International had also posted full details of the two men's cases in Library 15, "Ethics/Human Rights," of the Issues Forum on CompuServe.

The day before the scheduled execution,

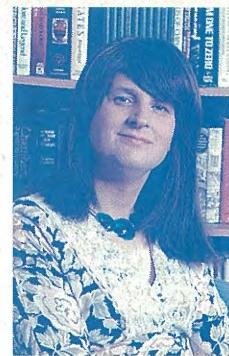
several people reported that the fax machines of the Jamaican government seemed to have suffered sudden catastrophic failure. It looked as if progress was being made.

But we still had to send a last burst of our own faxes, and those of our families and friends, which my wife had collected and sent by electronic mail to me in northern England. My work as a journalist had taken me to a by-election in a remote region where television reception is not good, mobile phones don't work and fax machines are rare.

It was easy to phone London, however. I loaded these messages into CompuServe Information Manager and made the phone connection. It took only minutes to dial the nearest English node and transmit everything.

The pub I was in was too remote to get sound on BBC2, so I missed the announcement on *Newsnight* that the men had been reprieved.

The fax campaign helped to save their lives. Without CompuServe's simple, quick and inexpensive faxing ability, the campaign would have been less effective.



Terri Main, 39
Fresno, Calif.
Free-lance writer and writing teacher

Terri Main continues to see her gender counselor, a specially trained psychologist who will help determine if surgery is right for her. Before surgery, Main must live and dress as a woman for one year. She expects to make this transition in June, although she already lives as a woman



TIM OSULLIVAN

Gregory Naclerio, 39
Los Angeles, Calif.
Senior product planner, Information International Inc.

Greg Naclerio credits his interest in monitor lizards to "accidental eye contact" during a Sunday visit in 1985 to a local pet shop for aquarium supplies. Stopping in the reptile section, Naclerio noticed one little monitor lizard who sat in his cage and watched Naclerio watch him, maintaining full eye contact. Although logic and reason demanded he pay for his aquarium supplies and leave the store, he just couldn't do it. "Fascination won

part-time and receives hormone therapy that has initiated some physical changes.

Looking for a feminine role model, Main purposely chose a female gender counselor who could teach her to dress and walk like a woman. With help from an empathetic wig shop owner, Main found a suitable wig that matched her own natural color.

"Being transsexual is a lonely life," she says, noting that only one in 10,000 people are transsexual. The connection she has made with others on CompuServe's GenderLine in the Human Sexuality Forum has made a difference. There she gained the courage to seek a gender counselor and make the move toward eventual surgery.

out," he recalls, especially when he learned that monitors are considered the most intelligent lizards. Pasqualé went home with Naclerio that day.

Describing himself as a "varanophile" (monitor lizard enthusiast), Naclerio has created an informal varanophile network through the publishing of *VaraNews*. His primary goal is to work with other varanophiles to improve captive conditions, which in turn will foster successful captive propagation programs. "This is perhaps the only chance for survival many animals will have as the destruction of natural habitats continues," he says.

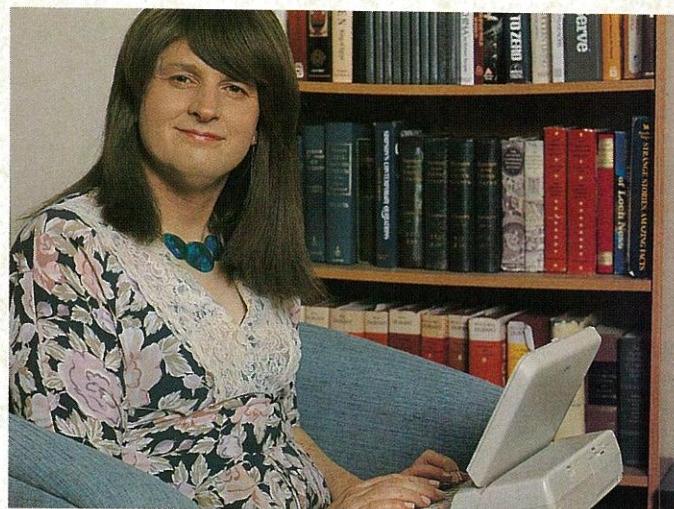
A Girl at Heart

Imagine for a moment waking up one morning and finding yourself suddenly transformed into a member of the opposite sex. Your mind, your sense of identity, your likes, dislikes and preferences are still the same. When you think about yourself, you see yourself in your original sex, but when you look in the mirror you see the other sex.

If you can imagine your feelings, then you know how a transsexual feels every day of his or her life. I know: I'm a transsexual.

The services in the GenderLine section of the Human Sexuality Forum have made a significant difference in my life. During my first few conferences, I was a bit timid, but everybody made me feel so welcome that I was soon joining conversations, posting messages, even uploading documents. Finally, I had found people who understood how I felt, because they had felt the same things. They provided encouragement, support, advice, friendship, even a shoulder to cry on occasionally.

It sounds strange to talk about electronic impulses this way, but I could feel love radiating from the computer screen. Sometimes when you live in the twilight region between genders you just need a hug from someone who cares. The conferences were like a big worldwide electronic hug.



The support I received from the conferences gave me the courage to contact a gender counselor and begin making plans for sex reassignment surgery. The files helped me locate an excellent doctor, and tips found on the message board have helped me deal with some of the practical problems of making such a difficult transition.

I still wake up feeling misplaced in body, but with the support of the people on CompuServe's GenderLine and my counselor-friend I am on the road to an exciting new life.



Here with the Scaly News Update...

For the past year, I have been publishing a bimonthly newsletter for people with an interest in monitor lizards. Titled *VaraNews* (a takeoff on the genus name *Varanus*, of which the Komodo dragon, *Varanus komodoensis*, is the most famous), the newsletter reports on all aspects of the study of monitor lizards, including husbandry techniques, captive propagation and legislative issues.

Few herpetologists have a knowledgeable reptile veterinarian within driving distance. A recent life-threatening outbreak of disease in several of my animals prompted a frantic search for a veterinarian who specializes in the care of reptiles. Fortunately, there was such a veterinary clinic less than 15 miles from me. I was able to act quickly and the animals were saved.

Once my animals were on the road to recovery, the question of how to help the more remote monitor lizard enthusiasts prevent or deal with such problems came to

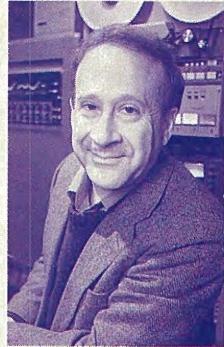
mind. As a step in this direction, the good doctors at the clinic agreed to field questions from *VaraNews* readers.

Even though the clinic is proximate, it is inconvenient to meet with the veterinarians to discuss questions as they come up. Bing! CompuServe Mail. Readers submit their questions to me via CompuServe, telephone or letter. I prepare a file of the questions with blank spaces for the answers and upload it to the vet at least twice a month. The doctor fills in the blanks and responds with the same file. I then download the file and import it into the question-and-answer section of the newsletter. Convenient, easy, efficient.

Readers have been able to submit questions and editorial material via CompuServe since the newsletter's first issue. This has been especially useful for readers from as far away as Germany, Australia and India.

Educated at the University of California at Berkeley and one of only two doctoral students in 1977 to be admitted to Phi Beta Kappa based solely on the excellence of his dissertation, Les Golden embarked on a career as an astronomer. His primary area of research was cosmology, the study of the evolution and structure of the universe. Frustrated with the time and effort it took to receive funding for his projects, Golden left academia in 1988 to pursue other interests. These now form a list so long as to stagger the imagination. He is a stand-up comic who has performed all over the United States and Mexico; a professional actor in more than 100 plays, films and commercials; and he is the author of Basic Composer, PC-compatible software that is used to compose, play back, and print music and lyrics. He formed Education Software Consultants to market the software.

Golden's interest in astronomy hasn't waned. In 1986 he went on a Halley's Comet cruise, following the comet from Acapulco to Greece and transmitting reports to the Syndicated Writers' Group.



Les Golden, 41
Oak Park, Ill.
President, Education Software Consultants



LVAL LAUTH

CB as a Channel for Discovery

As a professional astronomer, I have been involved for several years with a project designed to discover comets and near-earth asteroids. At major observatories, telescope time is precious and planetary astronomy of minor objects is not a high priority. Our team of astronomers uses CompuServe Mail and CB Simulator to exchange information with amateur astronomers across the United States, thus allowing us to conduct our search with a minimum of telescope time.

When observers locate objects that might be considered candidates, they send a CompuServe Mail message to one of us to establish a time for a CB conversation. We

check messages nightly and then join the observers on CB to find out the position, brightness and other information about new sightings, which we then study at several observatories. This saves our contacts the expense of making numerous long-distance phone calls.

Although our hundreds of "assistants" use smaller telescopes, they are important to our research since many of them live in rural areas with night skies free of light and industrial pollution. In three years, we have identified nearly 90 objects—one every 10 days. Without CompuServe and CB Simulator, this project would not be a reality.



Dr. Frank Schmallegger, 44
Lumberton, N.C.
Professor and chairman,
Department of Sociology,
Social Work and Criminal
Justice, Pembroke State
University

Residing in a small southern town out of the technological mainstream, Dr. Frank Schmallegger credits CompuServe with keeping him on the cutting edge. An instructor of criminology and social deviance, he has been affiliated with Pembroke State University for 15 years and was recently recognized with the university's Distinguished Faculty Award and North Carolina's Outstanding Criminal Justice Educator award. His textbook, *Criminal Justice Today: An Introductory Text for the 21st Century* (Prentice Hall, 1991), is the latest in a string of titles he has authored. Schmallegger wants to publish books electronically and is using CompuServe's ZiffNet to research that possibility.

"Through CompuServe I am able to keep up with the ever increasing impact of telecommunications and computers on education," he says. Schmallegger encourages students to use IQuest for research and accepts term papers submitted on disk or via CompuServe Mail.

Social Studies

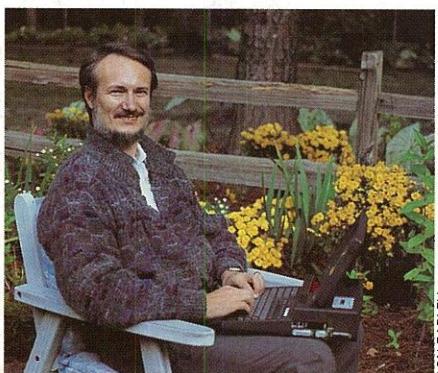
I've written a number of college textbooks over the years, but my latest, an introductory criminal justice textbook with Prentice Hall Publishing Co., is huge. More than 800 pages in length, it comes with a video library, instructor's manual, student study guide, simulation disks and a disk-based manual for instructors.

As the first edition of the book was in press last fall, my editor called from New York about the content of one of the planned supplementary videos. There were questions about a segment that recounted the now-famous pool hall rape in Big Dan's Tavern in Boston. The editors were concerned that if there were inaccuracies, the people named in it might take legal action.

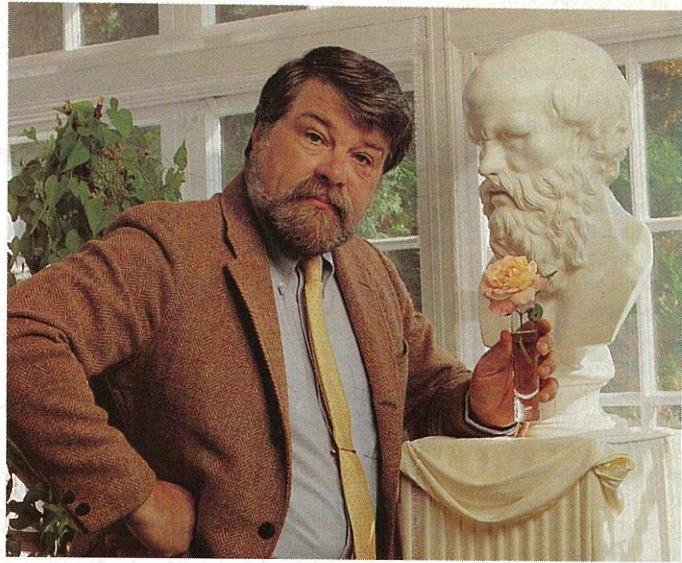
I was asked to determine the exact legal details surrounding the case—who was involved, what arrests were made, what the charges were, what verdict was returned and what sentences (if any) were imposed on the defendants. Of course, like so many other things in the publishing business, time was of the essence. The challenge was made more difficult by the fact that I live in a small town in the rural South, without easy access to a major library. And the news in question was a couple of years old.

Since I have a two-line phone in my home office and had used IQuest in researching some of my writing, I immediately dialed CompuServe and went quickly to IQuest. My editor was still on the other line and unaware that I had begun to search for the information she needed. In IQuest, I chose Facts on File and searched the database with a few key words. Within five minutes I located two stories: one recounted initial reports, and the other provided information on the outcome of the trial. The defendants' names, sentences imposed and the other information were all there.

I captured the information as it scrolled across the screen, switched to my word processor without leaving CompuServe, edited the material and, using CompuServe Mail, faxed the material to my editor. It arrived as we were still speaking. To say she was surprised is an understatement. However, if she isn't a member of CompuServe by now, I'll be the one who is surprised.



DON EARLEY



R.A. DEELIS

One Happy Honcho

As the salespeople for my wife's small advertising agency discovered, access equals success in today's crowded marketplace. Every attempt they made to contact a potential client had been thwarted. "Mr. Big" was surrounded by a staff that felt it was their duty to deny anyone access to him. "It's like trying to swim through a moat full of alligators," said my wife. "And the article about him made him sound so friendly and accessible." My ears perked up. What article? "I read an article where he described his corporate philosophy, but I forgot which magazine it was in," she said in frustration.

This was a job for Access Man! Actually, it was a job for IQuest. In less than 15 minutes, I was able to locate and print not one, but four articles about "Mr. Big," his corporate philosophy, how he got started and even his penchant for gardening. With all that information, it was a simple task for my wife to write a letter showing how their philosophies and goals dovetailed. He called her the day he received the letter and the rest, as they say, is history.

In just 15 minutes online with IQuest, I accomplished more than two salespeople did with months of hammering on doors. My wife now has a plum of an account. "Mr. Big" is happy with his new agency, and when he found out that my wife was an avid gardener, he gave her one of his prize rosebushes.



Roberts Howard, 53
Boston, Mass.
Author and illustrator

Although the prize rosebush, which produced beautiful yellow flowers, was nearly destroyed in August's Hurricane Bob, the account with "Mr. Big" is still going strong. Roberts Howard credits the success of his wife, Andrée, to knowing how to keep a secret. No one else knows how she managed to snare the account.

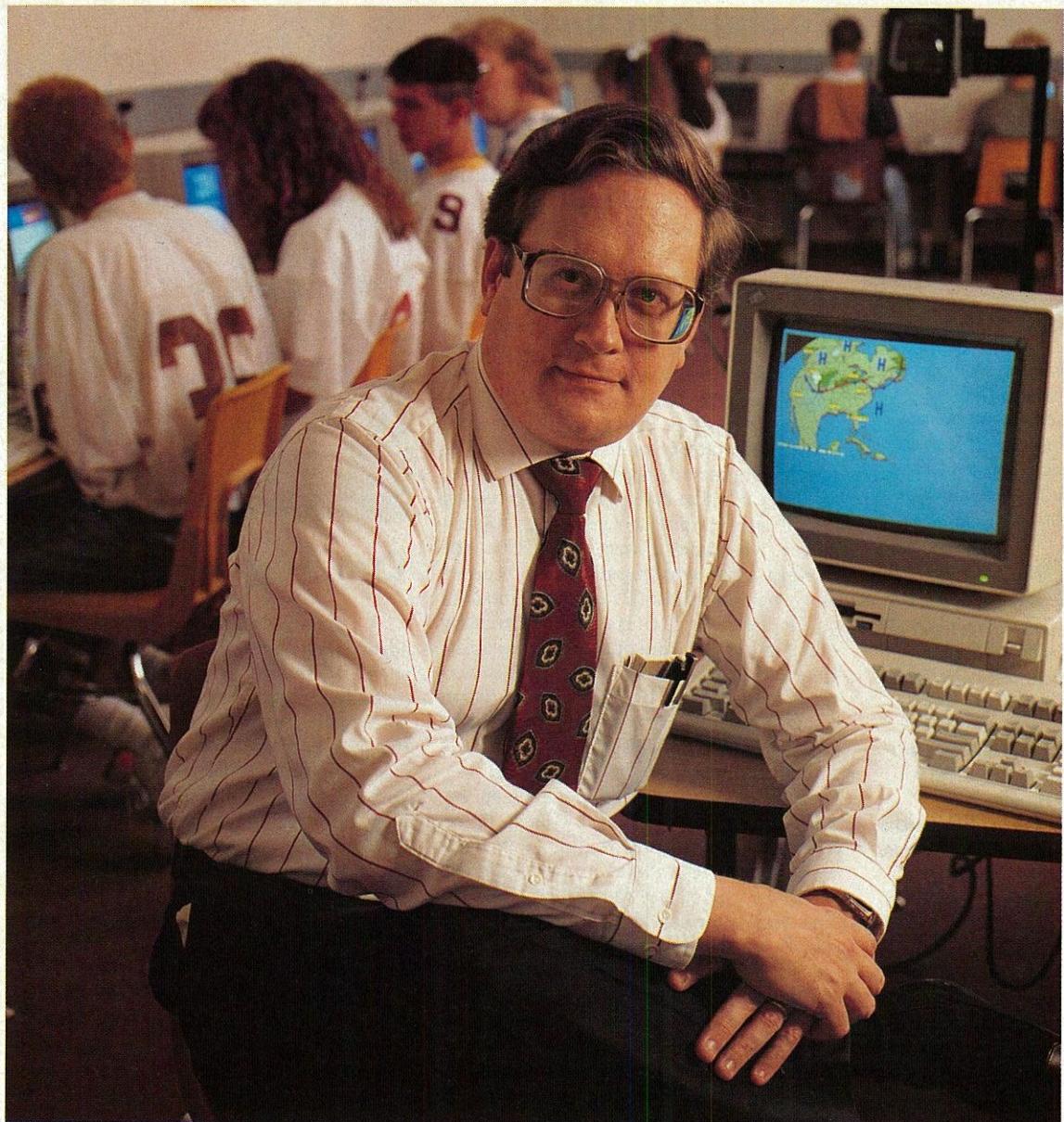
Howard, who became a CompuServe member a little more than a year ago, appreciates CompuServe's "quality and ease of use." An avid member of the Literary Forum, he writes about art, interior decorating and horticulture. He also finds nitty-gritty business information in the Working From Home Forum as well as computer information from the Atari forums.

A teacher of "computer utilization" to 10th-, 11th- and 12th-grade students, Paul Winters believes computer instruction is no longer an educational luxury, but rather a necessity. Although he is no longer teaching the science class in which the AccuWeather maps were used, he now offers a unit on telecommunications featuring CompuServe. Projecting the computer screen on the wall, Winters accesses the CB Simulator, allowing his students to participate in real-time electronic conversation. "Telecomputing is so powerful and wide-ranging that I'm still in a quandary as to how to show them *all* of the possibilities," he admits.

Designated as the school's computer guru, Winters has used computers in his classroom since 1979, when he bought a TRS-80 Model I. Although he started out teaching Spanish, his fascination with technology led him to become certified in data processing. He recommends that anyone purchasing a computer also buy a modem. "Without a modem, you shut yourself into an electronic closet."



Paul Winters, 44
Alexandria, Ohio
Teacher, New Albany High School



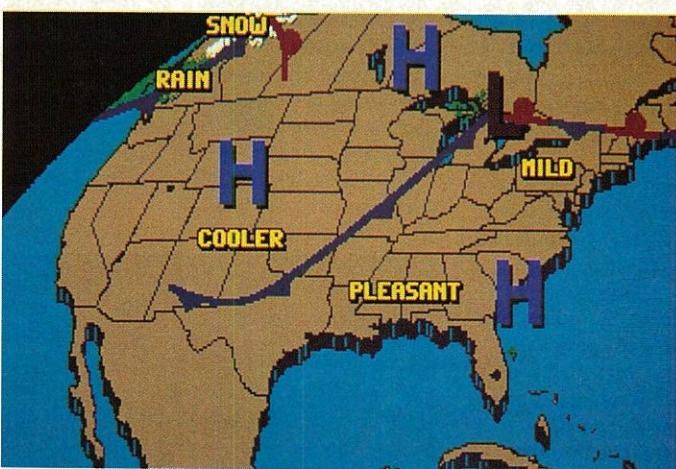
THOMAS HOGAN

Making Science Education a Breeze

In teaching a unit on meteorology to high school students, I used CompuServe's AccuWeather maps because it is important to use information as up-to-the-minute as possible to make the class relevant.

Prior to each class, I downloaded current satellite and prediction maps and put them on students' computers. During class, the students used a word processor to call up a GIF viewer and look at the maps. Then, they simultaneously displayed maps and satellite photos from several previous days on the screen and followed the progress of weather systems. By flip-flopping between the maps and the word processor, they wrote their own forecasts.

This timely data helped us make more progress in our weather prediction unit in a week than we could have done in three weeks by conventional methods. Text weather reports and predictions, downloaded and printed at the same time as the maps, allowed students to check the accu-



racy of their predictions. Because so many cities report, each student was assigned a different area of the United States, thus eliminating the possibility of anyone getting too much "help" from peers.

Lonesome Dove, Part Two

I have enjoyed CompuServe for more than three years. A while ago, one of my parakeets died. I had only one parakeet left, and she was lonely. I logged onto CompuServe and went to the Pets Forum. I sent a message asking for bird sounds for my Macintosh. I then went to the Macintosh Entertainment Forum to see if they had any bird sounds. They did! It made my parakeet much happier hearing another bird's chirp.



RENEE LYNN

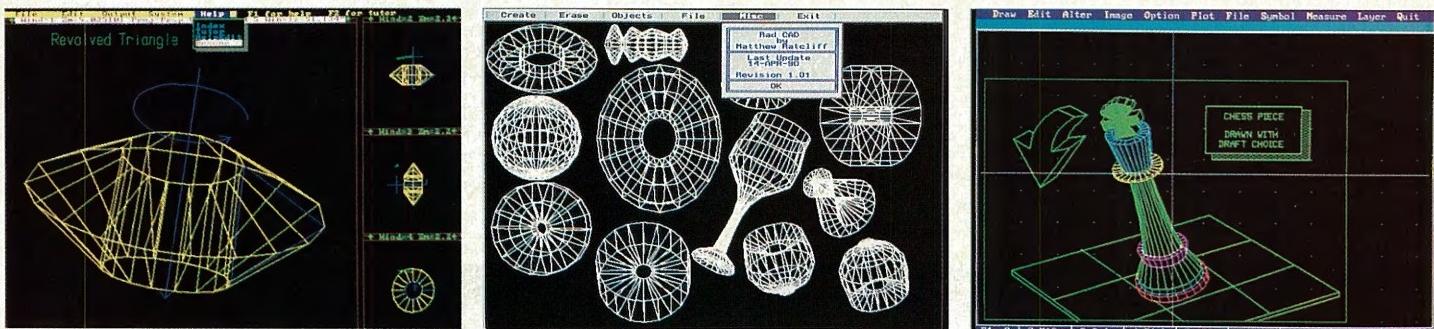


John Erwin, 13
San Jose, Calif.
Eighth-grade student,
Harker Academy

John Erwin is learning the intricacies of zoology firsthand. Not only does he own a parakeet named Martha Washington, but he and his parents and 11-year-old twin sisters also have two llamas, three goats, three dogs, five ducks and 14 cats on their 2 1/2 acres in San Jose. "We love animals," he says.

Erwin uses the Pets Forum to help care for his many pets, especially to diagnose illnesses. After Erwin downloaded parakeet sounds from the Macintosh Entertainment Forum and played them for Martha Washington, the parakeet responded by moving around the cage and chirping more. The change in her behavior made him realize the bird was happier.

Erwin also uses CompuServe for school research projects, noting, "IQuest's databases have saved my skin more than once." He credits CompuServe with making him a better student, able to find the answers to challenging questions his teachers ask.



If you're building a better kitchen, designing clothes or mapping out your role-playing game dungeon, these work: CAD examples

Not Just for Engineers Anymore

► **CAD programs, once expensive and exclusive, are now drafted for use by everyday designing people.**

When engineers embraced computer-aided design and drafting technology (known as CADD or simply CAD) more than 10 years ago, their serious design work called for serious equipment: each workstation cost \$100,000 or more. Today, as the price of computers comes down, the market for CAD continues to soar.

"Landscape designers, stage designers, clothing and footwear designers, archaeologists, and scientists all have had a need for precise, engineering-like drawings," says Joel Orr, president of the National Computer Graphics Association and forum manager of CompuServe's new League for Engineering Automation Productivity Forum (GO LEAP). "Previously, with CADD systems costing so much, it wasn't worth their while. Today, these people have personal computers; so for \$100 to \$1,000 more, they can add the capability of making precise drawings."

With a hard drive, color monitor, mouse and graphics card, for example, it's possible for IBM, Mac, Amiga or Atari users to run consumer-type CAD programs—many costing less than \$100—for such practical applications as landscaping and kitchen remodeling. (For more specific details about system requirements for getting started with CAD, plus sources of advice for first-time CAD users, see p. 23, top.)

CAD's functionality in the consumer market is constantly expanding, according to Orr. "You can go into some lumberyards today," he says, "and with the help of a very intelligent CAD system, you can design a deck and see a color picture of it. When you

have it just the way you want it, you push a button. Out comes a list of materials, and you can pick them up at the loading dock within minutes."

Orr's forum is one of many places on CompuServe where you can find discussions about computer-aided design. Several Atari, Amiga, Macintosh and IBM forums contain CAD message sections, and many CompuServe members have incorporated CAD into their daily routines. (See "Drawn, Quartered, Uploaded," p. 24, for a list of forums with CAD sections.)

Richard Newbold, for instance, is no stranger to computer-aided drafting, since he works as a draftsman for a small engineering company. But when he's not working, Newbold uses AutoCAD to design dungeon layouts, which he shares with the friends he meets in CompuServe's Role-Playing Games Forum (GO RPGAMES). "It's nice for making *Dungeons & Dragons* dungeons," says Newbold. "The layouts look professional; there's never any problem with being out of scale. I drew a castle that is still not finished—I need to put in the murder holes and arrow slits—but you can feel what it's like to be within those walls."

Newbold and his wife, Lori, have also used CAD packages to design quilts for friends. Once the quilt's been laid out on the computer screen, he says, it's a snap to experiment with different color combinations.

Model railroad enthusiasts on TrainNet (GO TRAINNET) discovered CAD years ago. They've turned computers into powerful tools for designing new track layouts. With CAD, do-it-yourselfers can design train layouts on-screen to see if the new routes will fit in a corner of the garage or basement, for example. They can draw an initial overlay for the wiring, add an overlay of the track's

COMPUTING SERVICES

CM's Computing Services Credo:
For those who call out for advice, answers, even mere companionship in a discomfiting computer world, we throw you the online rope that connects to the main. No man is an island unto himself. Herein the Control-G tolls for thee.

▼
Design Drawn
Down to Accessibility

▼
Windows Vendors
Gear Up, p. 27

▼
Newest CIM Features, p. 30

Getting Started With CAD

location and route, and insert scenery along the way.

"With CAD, the track plans and layout designs are easy to change," says TrainNet member Neil Polo. "The precision measurements ensure that your design will actually fit in the (limited) space available for the layout." Members have uploaded some CAD samples to TrainNet's libraries. Files include personal track layouts, drawings of HO-scale trains and various track "turnouts" to be incorporated into the designs of others.

The libraries in the Atari Arts Forum (GO ATARIARTS) brim with CAD images. Members use CAD packages to create the initial images, then Atari animation packages to bring the graphics to life. The libraries contain animated shorts ranging from roaming dinosaurs (APATO.ARC) to a Klingon battle cruiser circling the *USS Enterprise* (STARTR.AR). (Both files are in Library 8, "CAD3D/Animations".)

In Amiga territory, the Amiga User Forum (GO AMIGAUSER) libraries contain Landscape (Library 13, "General Apps," file LSCAPE.LZH), a garden design program that lays out a lawn and paths, followed by a selection of plants. The user chooses any place on the screen to "stand," and the program draws an isometric 3-D projection from that viewpoint, showing approximately what the garden would look like.

A quick browse through CAD files in the Graphics Library of the IBM Applications Forum (GO IBMAPP) shows several shareware programs, including PC-Draft-CAD and PC-Key-DRAW. (See p. 24, top, for a list of more CAD shareware files.)

In addition, many large commercial CAD software manufacturers support their products through CompuServe. Autodesk recently opened three forums to support expanding product lines: Autodesk AutoCAD (GO ACAD), Autodesk Software (GO ASOFT) and Autodesk Retail Products (GO ARETAIL) forums.

The Autodesk Retail Products Forum supports Autodesk's low-cost entries into the CAD marketplace: Generic CADD and AutoSketch. These two products offer functionality to people who previously couldn't afford a complicated CAD package. For a look at the future of CAD, drop by the Autodesk Software Forum for a peek at the state-of-the-art in IBM-compatible computer animation. "You'll find lots of animated GIF images there," says CompuServe Marketing Manager Bill Evans. "In the Autodesk Animator libraries, you can download animations and play them on your computer using a free 'player'" (Library 2, "Autodesk Animator," file PLAYER.EXE).

Autodesk's ACAD Forum caught the eye of Randy Maxey, owner of a drafting design firm, who now regularly visits to pick up software tips, techniques and tricks. He also picked up some work: he's currently laying out the offices and furniture for a large

If you're already running Microsoft Windows 3.0, your computer will have no trouble running many CAD programs. But if you can't run Windows, don't worry. Some simple, consumer-based CAD programs will run on (at the very least) an IBM PC-XT with a basic Hercules graphics card.

An excellent place to learn about CAD is the League for Engineering Automation Productivity Forum (GO LEAP). It's not tied to one product, so you'll find people comparing different software packages (Section 8, "CADD/CAM Programs") and hardware platforms (Section 10, "Computer Hardware"). The forum members also discuss trends in the field (Section 5, "CADD/CAM Issues"). You'll find users of a variety of programs in this forum, so it's a good place to get answers quickly.

Here's a quick look at the equipment you'll need to get started:

Hardware

CAD programs usually display drawings using several layers, so a color monitor makes the on-screen designs easier to follow. IBM compatibles require an EGA card and monitor (or better) to display color graphics. Any color Atari and Amiga computer can handle the high-end graphics with no problem. While CAD software developers seem to favor the IBM PC, several CAD programs, including Generic CADD, will run on a Mac Plus with a monochrome or color monitor.

Graphics consume a great deal of disk space and memory, so a hard drive is almost always mandatory. Most programs, especially those written for the Macintosh, require 640K or more of RAM.

Most consumer CAD programs work with dot-matrix printers, although laser printers produce the highest quality images.

As with any other graphics-based program, CAD works best with a mouse. An on-screen arrow makes it much easier to manipulate drawings.

Consumer CAD Software

A variety of consumer software packages cost less than \$100. They'll let you remodel a kitchen, bathroom, landscape or your complete home using a relatively low-end personal computer.

insurance company's regional offices, and creating some animation routines to show the facilities to upper management.

Users of another popular computer-aided design package, Micrografx Designer, find support in the Windows Third Party Applications A Forum (GO WINAPA). Unlike high-end CAD packages, Designer is more of a technical illustration package, according to Lee Lyall, Micrografx associate product man-

For instance, Autodesk Retail Products (GO ARETAIL) recently launched its Home series of CAD programs that turn your PC into a personal architect. Home allows a standard IBM PC or compatible to handle precision room measurements, calculate square footages, and print room labels and notes in architectural script.

Like many other such packages, Home runs on a PC-XT with a hard drive, a floppy drive, 640K of RAM, a mouse and any graphics card, from Hercules to VGA. With an Epson dot-matrix or HP LaserJet or compatible printer, Home prints finished floor plans, accurate enough for construction use. Home retails for \$59.95; other consumer-oriented CAD programs are similarly priced.

Professional CAD Software

Professional CAD programs can cost from several hundred to several thousand dollars. The hardware costs increase as well, since most professionals use high-end personal computers. For big jobs, experts recommend a '386 or '486 IBM-compatible; a math coprocessor also helps speed up the required calculations.

High-resolution color monitors and graphics cards allow for the most detailed drawings; high-end printers and plotters can easily cost more than \$10,000.

Finally, when equipped with top-of-the-line computers and CAD programs, many professionals still purchase add-ons: additional fonts, three-dimensional programs, predrawn symbols, animations and video cards with accelerating coprocessors.

Where to Find Help

In addition to the LEAP Forum, you'll find several other CAD-related forums on CompuServe by typing FIND CAD, or see the file listings sidebar, p. 24, top, for the names and locations of these forums. Some of the forums are product specific; others take a wider look at the industry. Most of these forums offer advice for first-timers through the "General" message section, usually the first one on the section menu.

Finally, check out the many computer-related merchants in The Electronic Mall (GO MALL) for the latest prices on CAD software, computers and peripherals.

ager, so it appeals to a wide audience.

"We have people who are using Designer to design dresses," says Lyall. "Cartographers are using it to create maps, and NASA uses it for some applications. Forum members can download samples from the libraries to see what other people are using it for."

Philip Chin, for instance, used Designer to create a political cartoon for the newspaper he works for, and he has since

Drawn, Quartered, Uploaded: Popular CAD Files

Here's a list of popular CAD files from several of CompuServe's forums:

IBM APPLICATIONS FORUM (GO IBMAPP)

CAD-related subjects and files are in Message Section and Library 10, "Graphics."

Vector-based CAD package

Includes a macro language, large plotter support, unlimited layers and support for most graphic outputs. Files PCCA-D1.EXE, PCCAD2.EXE, PCCAD3.EXE and PCCAD4.EXE.

Drawing/charting program

Version 3.2 of PC-Draft II Paint, with graphics and text screen capture, now exports in GEM.IMG format. Perfect for Ventura Publisher or WordPerfect 5.0. File PC-DRA.ARC.

Powerful graphics editor

Suitable for use as a CAD or paint program. Can be used with keyboard, mouse or joystick. Includes power slide-show system and HyperDraw with one library disk. Files PCKD-1.ZIP, PCKD-2.ZIP, PCKD-3.ZIP and PCKD-4.ZIP.

3-D graphics design program

Draws, scales and rotates objects around an arbitrary axis. Uses mouse-driven, graphical-user interface. Demo drawings included. Source code available for complete user interface, interactive graphics, and a complete matrix package. File RADCAD.ZIP.

Draft Choice

Shareware CAD program with mouse or keyboard operation; more than 175 drawing/editing commands; automatic dimensioning and scaling options; bit-mapped and vector-fill patterns; new clip plotting; 1/24-pin, Laserjet, HP Plotter Support; parametric function generator, animation, and CGA/EGA/VGA/AT&T and Herc Support. File DC.ZIP.

PC VENDOR C FORUM (GO PCVENC)

Section and Library 4, "IBM CAD," provide technical support for IBM CAD.

CAD documentation

A complete description of the IBM CAD program. File LIT.

Office Layout

Sample drawing. File OFFICE.DWG.

MAC APPLICATIONS FORUM (GO MACAP)

CAD-related subjects and files appear in Section and Library 14, "Engineering/CAD."

Generic CADD demo

Non-saving demo version of Autodesk's Generic CADD for the Mac. Full-feature, floating point, two-dimensional design and drafting software with a true Mac interface. File GCADD.SIT.

Graphics/Animation demo

Demo of CPU structure, a shareware graphics and animation program. Demonstrates the internal workings of a central processing unit. File CPUSTR.SIT.

Professional 2-D CAD package demo

Working demo of SNAP 3.0, containing three lessons and several example drawings. Everything works except the save and plot functions. Requires StuffIt and MacWrite or compatible word processor. Library 9, "Graphics Tools," file SNAP.SIT.

AMIGA USER FORUM (GO AMIGAUSER)

CAD and graphics programs appear in Library 13, "General Apps."

Circuit board designer

Helps design printed-circuit boards. It imports designs from Dynamic CAD and from PCLO, but offers better control. File PCBTOO.ZOO.

Drafting program

For professional or semi-professional work in drafting. File PLANS.ZOO.

Landscape Designer 1.0

Helps design gardens by laying out ground objects followed by a selection of plants. Draws an isometric 3-D projection from any viewpoint. File LSACAPE.LZH.

AMIGA ARTS FORUM (GO AMIGAARTS)

CAD and drawing programs appear in Section 5, "Draw and Paint," and Library 14, "Graphic Utilities."

Fantasy CAD Design program

AmiGraph version 2.1, complete with new zoom function. Shareware. File AMIG-21.LZH.

uploaded his artistic creation to the forum (Library 10, "Micrografx," file MIKE.ZIP).

Another member, Calvin

Gordy, uses Designer in his work with the Forest Service's Wildland Fire Management division. "I've used Designer to rapidly prototype changes to a new fire engine we want to buy," says Gordy. "It's not intended to be a construction blueprint, but rather a visual tool to help our regional office understand and visualize what changes from a standard contract we are proposing, and to sell them on our ideas."

Engineers haven't abandoned CAD programs by any means, and they still swap tech talk on a service called EETNET, sponsored by *Electronic Engineering Times* (GO EETNET). But they also talk about home and consumer uses for CAD. "My wife and I used AutoCAD to plan our kitchen remodeling," says forum member Alan Wolke. "The ability to move walls, plumbing, heating and cabinets with a few clicks allowed us to design our new kitchen with ease."

COMPUTING SERVICES

Engineer Paul White used AutoCAD to design some sturdy signs for his yard sale.

He printed them on his large plotter at work, then glued the paper to plywood to make the best-engineered yard sale signs on the block.

White's not the first person to discover CAD's handiness for creating signs. More than 10,000 professional signmakers currently use CAD, according to EETNET member Emerson Schwartzkopf. Signmakers design their work on the computer screen, then send the image to special plotters, which cut the individual letters out of vinyl. This technology has created the letters on Federal Express trucks, for instance. Other plotters can turn computer-designed images and artwork into special templates; by using templates, signmakers can carve the design into wood or sandblast it onto stone.

"People are writing their own specialized software for these sign applications," says Schwartzkopf. "One person developed a CAD program that can cut out anything a person

wants on a tombstone. I've seen roses, Orthodox crosses, even Budweiser logos; there are hundreds of designs out there."

But not every signmaker needs specialized CAD programs. For instance, Crafts Forum (GO CRAFTS) member Gary M. Egerer fired up his copy of Generic CADD to make some wooden signs for his family. "My wife wanted the signs in such a way that the letters would end up raised from the wood," Egerer told forum members. "So I used my handy CAD program (Generic CADD) with its block lettering to create the sign. I reverse-plotted the drawing to the printer, cut the letters out as a template and made a pin router as shown in a *Wood* magazine article."

Another CompuServe member, Ward Yelverton, uses a technical-illustration package to draw elementary diagrams for automated drawbridge-control systems. But the program also helped him remodel his house, he recently told members of EETNET. "When I built my home-office addition, I prepared the floor plans and construction details with

CAD demo program

Version 2.0 of Plans includes up to 250 layers and 53 editing modes. File PLANS.DLHW.

ATARI ARTS FORUM (GO ATARIARTS)

CAD files are covered in Sections 3, "Graphics," and 4, "Advanced Graphics," and Libraries 8, "CAD3D/Animations," 9, "CYBER files A-M," and 10, "CYBER files N-Z."

Drawing of Klingon Battlecruiser

For CAD 3D 2.0 owners. Library 8, file KLINGO.3D2.

Star Wars animation

The files to create a 769-frame animation of an X Wing fighter destroying the Death Star. Requires CAD 3D 2.0 and the PD3DCTL.ACC, and an SF314 double-sided drive or a hard drive. If you have an SF354 drive, see SSWARS.ARC instead. Library 8, file STARWA.ARC.

Cyber animation of a Unicycle

Library 10, file UNICYC.LZH.

ENGINEERING AUTOMATION PRODUCTIVITY FORUM (GO LEAP)

Management, education, CAD programs and methods to make CAD professionals more productive are discussed.

Buggy chips

Checks older 386 computers for bugs in their processors (which could make them unreliable for protected-mode CAD programs). Library 8, "Hardware/Drivers," file 386BUG.EXE.

The Lost Tools of Learning

Claiming we don't teach children how to learn, mystery writer and medievalist Dorothy Sayers wrote this work in 1947. Library 4, "Education," file TOOLS.TXT.

AUTODESK RETAIL PRODUCTS FORUM (GO ARETAIL)

Provides technical support for Generic CADD and related programs.

Generic CADD 5.0 Demo

Non-saving demo version of Autodesk's Generic CADD 5.0 for IBM PCs and compatibles. Library 9, "What's New," CADD5.ZIP.

ADI plotter driver for LaserJet 3

Replacement for previous file with corrupt driver. Includes new documentation by Mark Middlebrook. Library 4, "Drivers ADI/TPR/VGD," file LJIII.ZIP.

AUTOCAD FORUM (GO ACAD)

Supports AutoCAD, AutoLISP and related programs in Library 1, "AutoCAD."

AutoCAD training

Five lessons in AutoCAD for a drafting crew. Files LESSON.EXE, LESS2.EXE, LESS3.EXE, LESS4.EXE and LESS5.EXE.

AUTODESK SOFTWARE FORUM (GO ASOFT)

Provides technical support for Animator, 3D Studio and related programs in Section and Library 2, "Autodesk Animator."

Player program

Utility for viewing animations created by Autodesk Animator. Requires VGA card. Self-extracting archive file (AAPLAY.EXE) plus documentation (AAPLAY.DOC) and file PLAYER.EXE.

MICROGRAFX (GO WINAPA)

Micrografx Designer and related programs are supported in Library and Section 10 of the Windows Third Party A Forum.

Canadian political cartoon

Protest cartoon against the goods and services tax. File MIKE.ZIP.

Optimization tips

Tips for running Windows and Micrografx applications. Files TIPS2.WRI and TIPS.WRI.

CADKEY (GO CADKEY)

Provides support for the CADKEY series.

CADKEY 386 information

Text file about CADKEY 386, which runs on Compaq 386 PCs or compatibles with Intel 80387 or Weitek Abacus Floating Processor. Library 3, "CADKEY 4," file CAD386.DOC.

TRAINNET (GO TRAINNET)

Provides CAD support for model railroaders who design their own layouts.

Menu for layouts

Customized menu for Generic CADD. Level 5 menu contains commands useful for model railroad layout design. Library 9, "Layout Construction," file CADD-5.MNU.

Designer," he says. "The use of separate overlays for the electrical, wall arrangements and grounding system made things easier. It impressed the building department when I pulled the building permit. For the first time, I was able to get the carpenter to actually build what I had in mind rather than what he thought I wanted."

And that's the key to the future. CAD's special ability to breathe life into planned projects will increase in importance, according to Orr. "The objects, the things you're planning, take on proper significance," he says. "We're advancing in realism, both in the photographic quality of the image and in the ability to generate motion

through 3-D space in real time.

"The idea is, if you're an architect, you can create a building and walk the client through the building on-screen in real time. You can look to the left and see the image as it really appears. The client doesn't have to

understand the blueprints; he can look at the completed project instead." A homeowner thinking of adding a room onto the house or doing remodeling work can use software to move around walls and windows on the screen instead of having to make endless diagrams by hand.

Whether they're running on an IBM PC, Amiga, Atari or Macintosh, computer-aided design and drafting programs are opening up a whole new area," says Orr.

R. Andrew Rathbone, author of *The Computer Gamer's Bible*, is a freelance writer based in San Diego. His CompuServe User ID number is 75300,1565.

CAD Can: What It's Used For

Here's a look at how CompuServe members are using CAD programs, and where to find programs and related discussions:

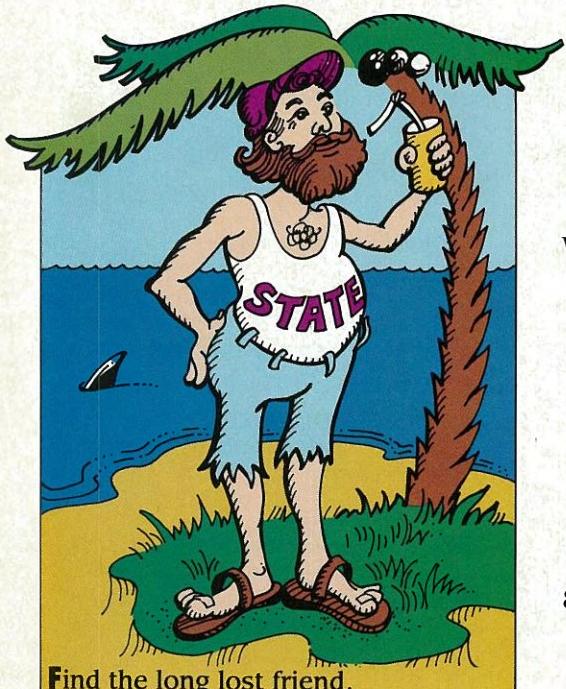
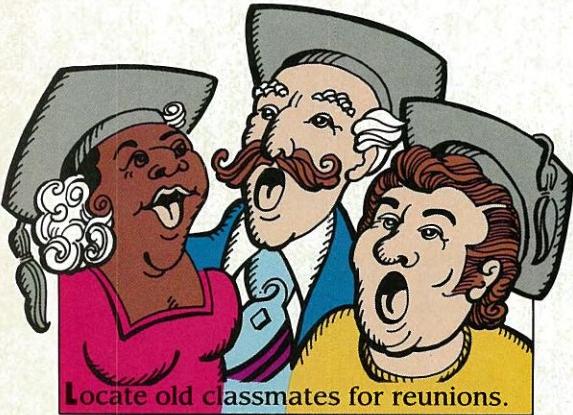
- **Design model railroad layouts.** TrainNet Forum, GO TRAINNET, Section and Library 9, "Layout Construction."
- **Design dresses, silk-screen T-shirts, maps, political cartoons, party fliers and "QSL" cards for logging ham radio contacts.** Windows 3rd Party Applications A Forum, GO WINAPA, Section and Library 10, "Micrografx."
- **Design quilts.** Crafts Forum, GO CRAFTS, Section and Library 4, "Sewing and Quilting."

- **Design desks and bureaus; create woodworking designs; make signs for garage sales; design printed circuit boards; remodel kitchen and living room; design model rockets.** Electronic Engineering Times Engineering Forum, GO EETNET, Section and Library 4, "Design Environment," and Section 3, "General Information."

- **Design dungeons for adventure games.** Role-Playing Games Forum, GO RPGAMES, Section 1, "General/Help."

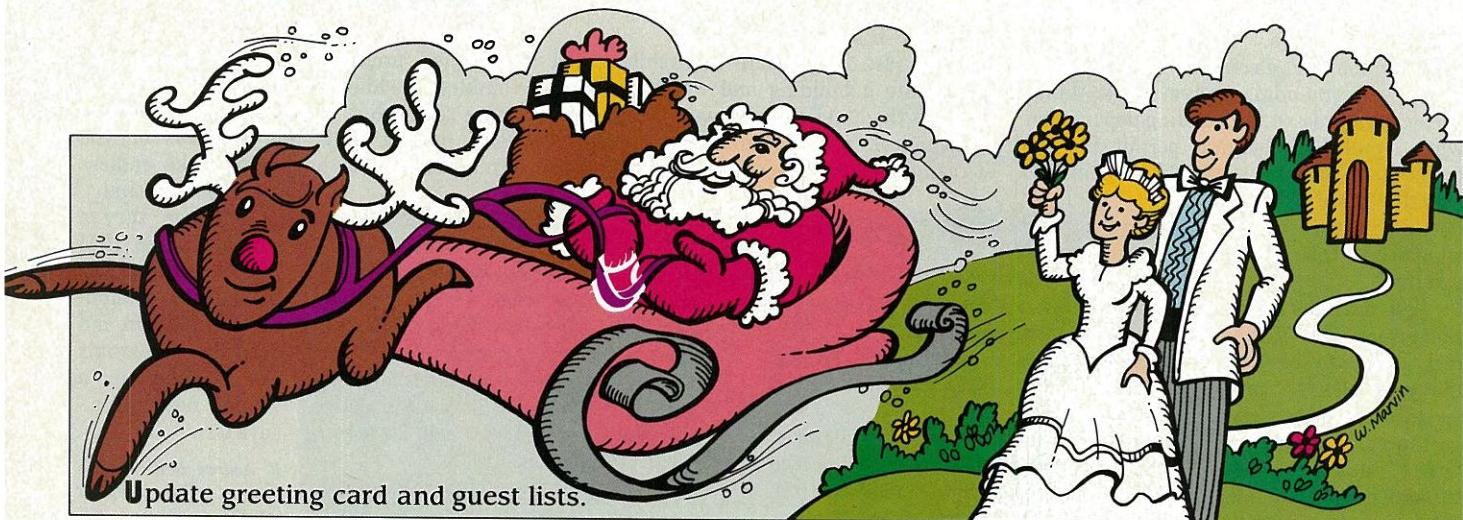
- **Make templates for cutting out wooden letters.** Crafts Forum, GO CRAFTS, Section 7, "Woodworking."

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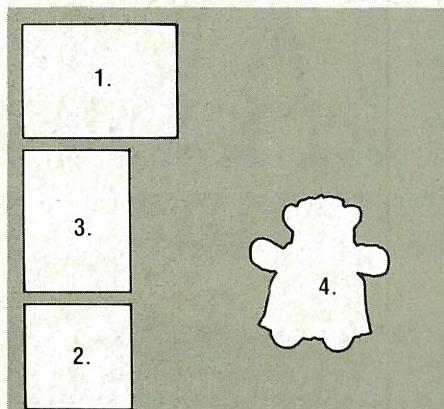
Procrastinated? Take advantage of rush delivery. See page 2.

Stumped? Talk to Santa for gift ideas.
Shop UNICEF and support the children.

GoMALL SHOPPERS' GUIDE



ON THE COVER



Relax. There's still plenty of time to wrap up your holiday shopping online. This year more than 30 Mall stores are offering rush delivery as an option for the holidays.

1. New England Celebration Hamper

This ultimate wicker picnic hamper with leather strap and brass fittings is overflowing with the pride of New England. The endless bounty includes pumpkin butter, cranberry relish, apple chutney, tangy maple mustard, farmhouse white beer bread mix, stone-ground buttermilk and honey pancake mix, maple syrup, two wheels of Vermont cheddar and more! You'll find Yankee Magazine's Favorite New England Recipes cookbook tucked in, too. Makes a memorable family or corporate gift.

From Rent Mother Nature. GO RM
\$124.95, plus shipping

2. The Compact Oxford English Dictionary

More than 100 years in the making, *The Oxford English Dictionary* is now universally acknowledged as one of the greatest works of scholarship ever produced. The Compact OED II captures the entire original edition in one volume at one-tenth the price. *The Compact* is not an abridgement, but a direct photoreduction of the entire 20-volume set, with nine pages of the original on every 9-by-12 page of the Compact. A magnifying glass is included for easy reference.

From Barnes & Noble. GO BN
\$250

3. Land Shark Slippers

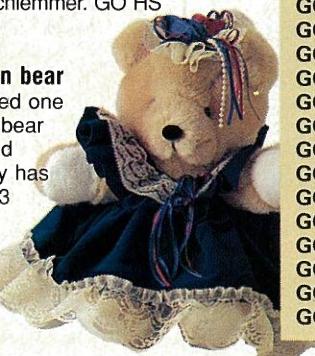
Made of nylon parachute material with rubber dot soles for traction, these slippers let out the suspenseful "Jaws" theme or a spine-tingling scream with every other step. A battery-operated sound box fits into the zipped compartment of one slipper. One size fits all.

From Hammacher Schlemmer. GO HS
\$39.95

4. Dressed Victorian bear

Send a friend or loved one this beautiful brown bear dressed in velvet and lace. This lovely lady has white paws and is 13 inches tall.

From Breton Harbor Basket Co. GO BH
\$28.50, boxed and gift-wrapped



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During December, make any purchase at Home Tech Depot's every day low prices and you will receive a bonus gift absolutely free! The folks at Home Tech Depot have a sack full of surprises to give away—golf hats, sports bags, coffee mugs, T-shirts, CompuServe gift items and much more. Check out great deals on hardware, software, supplies and accessories. You will find everything from diskettes and ribbons to notebooks and complete systems—all for far less than you would expect. Not only do you get a bonus gift with every purchase, but you also earn Depot Dollars good on future purchases.

From Home Tech Depot. GO DEPOT

Narada offers holiday music.

Visit Narada Productions for a soothing selection of holiday sounds. You will find detailed descriptions online. You also can hear a sampling of music from any Narada recording 24 hours a day through Narada's Music Line. This special 900 number enables you to preview up to four recordings per call! Select from the *Narada Christmas Collection*, the *Narada Nutcracker*, the *Gift: Acoustic Offerings for the Holiday Season* and *Solstice: Piano Solos*.

From Narada Productions. GO NP
\$12.98 for CD **\$9.98** for cassette

Trim the Tree with The Best Christmas Tree Lights.

This year, trim the tree with the best Christmas lights ever! Each 150-light indoor/outdoor set of lights can be set to any of 16 patterns at any of 16 speeds for a total of 242 patterns! The multicolored lights are spaced at 6-inch intervals on the 70-foot cord. Remote control operation works at a 30-foot range.

From Hammacher Schlemmer. GO HS
\$49.95

Talk to Santa for gift suggestions.

What's a Mall without Santa Claus? At The Electronic Mall, Santa and his elves are in residence online, hooked up by modem at the North Pole, waiting to hear from you. Are you stumped about what to get mom or dad? Out of ideas for Aunt Agatha? Looking for something sentimental for someone special? Santa has the solution! Send Santa a message through CompuServe Mail at The Mall and Santa will write back with a list of gift suggestions that fit the bill! You can send Santa your wish list online, too. But beware, Santa knows if you have been naughty or nice! To talk to Santa, GO MALL and select "Holiday Bazaar '91."

The following Mall stores offer one-, two- or three-day rush delivery. For details on delivery options and costs, consult each store's individual shipping section.

GO AE	American Express	GO LE	The Laser's Edge
GO AC	Americana Clothing	GO MW	MacWarehouse
GO BN	Barnes & Noble	GO MH	McGraw-Hill Book Co.
GO BEM	Bose Express Music	GO MCW	MicroWarehouse
GO BH	Breton Harbor Basket and Gifts	GO MZ	Multiple Zones
GO BR	Brooks Brothers	GO FA	Museum of Fine Arts, Boston
GO CC	The Chef's Catalog	GO PFS	Paul Fredrick Shirts Co.
GO COF	Coffee Anyone ???	GO PT	PetWorks
GO CE	Computer Express	GO PRC	Price Motorcars
GO RX	Court Pharmacy	GO PS	The Programmer's Shop
GO CK	Create-A-Book	GO RM	Rent Mother Nature
GO DA	Dalco Computer Supplies	GO ROD	Rodeo Mile Precious Stones
GO DSI	Discount Shopping Inc.	GO SL	Sharon Luggage & Gifts
GO GIM	Gimmee Jimmy's Cookies	GO SN	Sunglasses, Shavers & More
GO HS	Hammacher Schlemmer	GO WB	WaldenCOMPUTERbooks
GO HT	Home Tech Depot	GO WK	Walter Knoll Florist
GO LI	Laptops Infinity		

A. Figi's offers gifts in good taste.

'Tis the season to eat, drink and be merry. Whether wrapping up your holiday gift-giving or planning a festive holiday feast, make Figi's your first stop! Famous for a variety of delectable Wisconsin cheeses, farm-fresh sausage, mouth-watering meats and sinfully scrumptious sweets, Figi's has been gracing tables worldwide for nearly 50 years.

When you shop Figi's online, a smorgasbord awaits you. Cheese & Sausage gift packs, wheels of aged cheddar, light and healthy snack delights, oven-fresh bakery, smokehouse specialties for delicious dining, and much more! Looking for something out of the ordinary? Send a Grid Iron Sausage, Personalized Brass Tankard or a red 1957 Chevy Phone.

Figi's has something for every budget. Consider a "Paul Bunyan" cheese assortment (\$23.99), Smoked Pheasant (\$31.99), or a Honey 'N Pecan Cheese Torte (\$13.99). For memorable gift-giving, send Sports Treat Tins (\$39.99) and Gourmet Hampers (\$26.99). For a real feast, opt for "The Grandstand" (\$69.99). This gigantic hexagonal box measures 2 feet across and contains more than 90 taste treasures.

Shoppers are invited to request a **free** copy of Figi's colorful 100-page catalog. Browse the catalog offline then return online to place your order. While online, view Figi's graphics. Remember, this year, for gifts in good taste, GO FG.

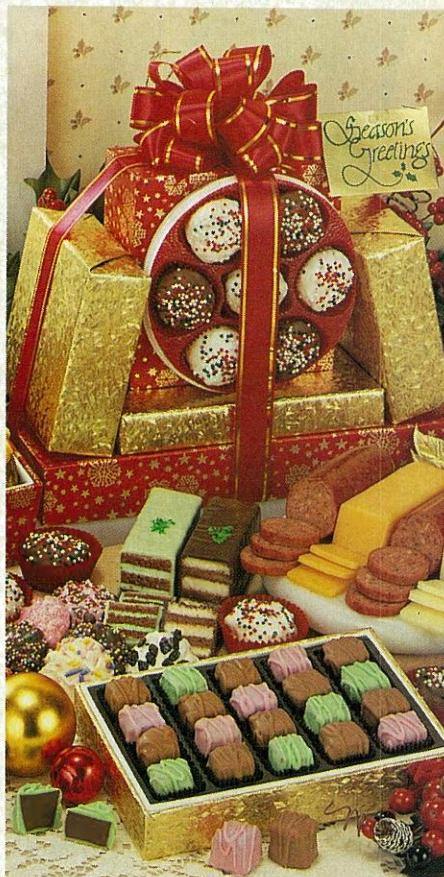
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NEBS stocks software, too. Highly recommended programs include NEBS *Checkwriter Software* (\$69.95), NEBS 3.0 for *Invoices* (\$39.95) and NEBS 3.0 for *Statements* (\$39.95). Shoppers can request NEBS **free** 60-page catalog of Computer Forms and Software online.

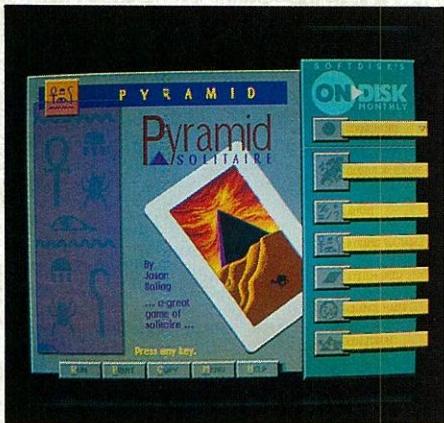
To take care of business, GO NEBS.



A



B



C

B. PC Catalog simplifies comparison shopping.

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To shop smart for hardware and software, GO PCA.

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C. Softdisk Publishing offers no-risk software subscriptions.

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From Mission Control Software. GO MCS \$79.95

Direct Micro adds software.

Now Direct Micro, your source for discounted diskettes, ribbons and accessories, has added a selection of software to its online store. Over two dozen titles are offered. Of course, everything is discounted!

From Direct Micro. GO DM \$22.95, More After Dark \$35.95, Might and Magic III \$47.95, Wing Commander II \$41.95, Guns Ship 2000 \$28.95, Dvorak on Typing

Get picture-perfect documents with WordPerfect for Windows.

Now you can create picture-perfect documents with WordPerfect for Windows. The program is compatible with DOS WordPerfect 5.1 and includes many features, such as integrated text and graphics, spreadsheet links, automatic pagination and speller/thesaurus. The new Button Bar allows menu items and macros to be displayed as icons on screen. The ruler simplifies the task of adjusting margins, tab settings and line spacing. You also may cut, copy and paste nine documents at once.

From MicroWarehouse. GO MCW \$265

Get wide-range, high-performance with the Canon L1 8mm video camcorder.

A second-to-none camcorder, the lightweight Canon L1 8mm video camcorder features precision Canon electronics on the inside to match the fine performance of the lenses up front. Among the many comprehensive features of this state-of-the-art camera are Hi8 high-band video format, VL mount system, interchangeable Canon EOS lenses, 15x zoom, Piezo auto-focus, CCD image sensor, 24-zone auto white balance, seven-mode high-speed shutter up to 1/10,000th and an advanced digital-image processing technology to add punch and pizazz to productions. Complete product specifications online.

From K&B Cameras. GO KB \$2,250



▲ Puzzle Master

Now you can solve the famed *New York Times* crossword puzzles on your computer! Check your answers without displaying the correct answers. Save partial solutions, print clues, print answers and even print blank puzzle. A scoring system with puzzle timer allows you to test your skills against the experts or compete with friends. You can even create your own puzzles for fun or profit! Includes 250 puzzles. A great gift for the consummate puzzle fan. Available for IBM and Macintosh.

From Computer Express. GO CE \$34.97

Type 99 after any merchant's GO command and zip to a list of their pictured products.

Join the Broderbund Kids Club.

It's awesome and it's easy. When you purchase any of five Broderbund titles online, you will receive special Kids Club product registration card. Complete the card and mail it to Broderbund and you'll be given free membership. You'll receive a Kids Club activity book, an official membership card, newsletters, insider reports on brand new products, upgrades, special promotions and exclusive offers just for members. Select from Kid Pix, The Playroom, The Treehouse, and Spelunx and the Caves of Mr. Suedo and Nigel's World. 25% discount on every one.

There's more! There is space on the Kids Club product registration card for you to order the fantastic Kids Club Kit. It's full of activities, gifts and surprises kids love — plus, a \$5 discount coupon toward your next purchase of Broderbund software.

From Broderbund. GO BB

▲ Grundig Traveller II for people on the move.

A great little gift for people on the move! No matter where you are, the Traveller II keeps you in touch. Are you lonesome for the sounds of home? Do you need up-to-the-minute news and information about world happenings? Simply tune in the Traveller II. This portable SW/AM/FM radio and travel alarm is big on features, yet small enough to fit into a pocket or purse. State-of-the-art features include five shortwave frequency bands, a progressively louder alarm system, a world time-selecting switch, earphones for private listening and much more. Only 5.5 inches wide x 3.5 inches high x 11.2 inches deep. A real find for travelers.

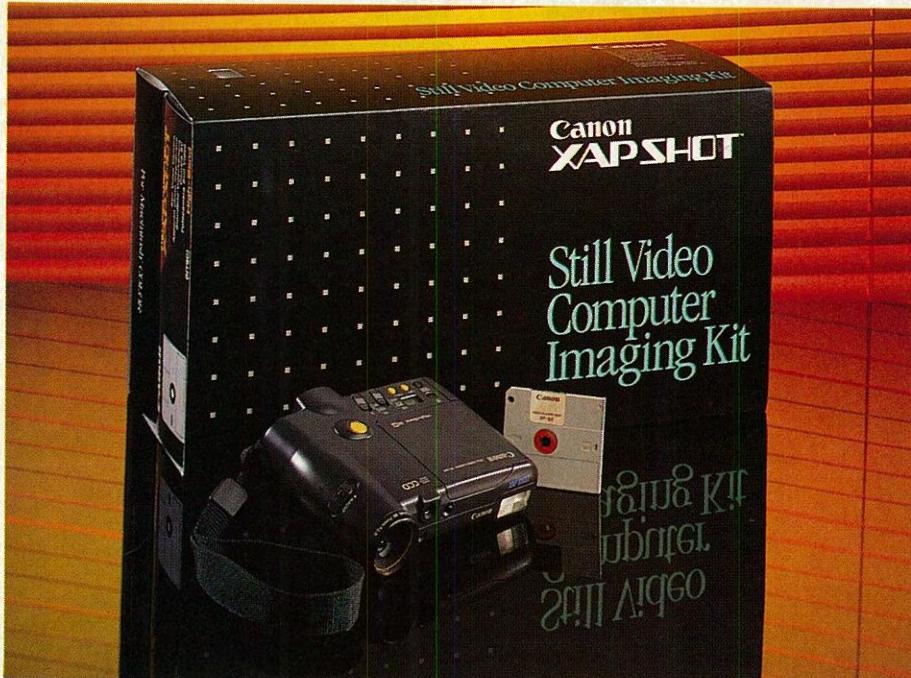
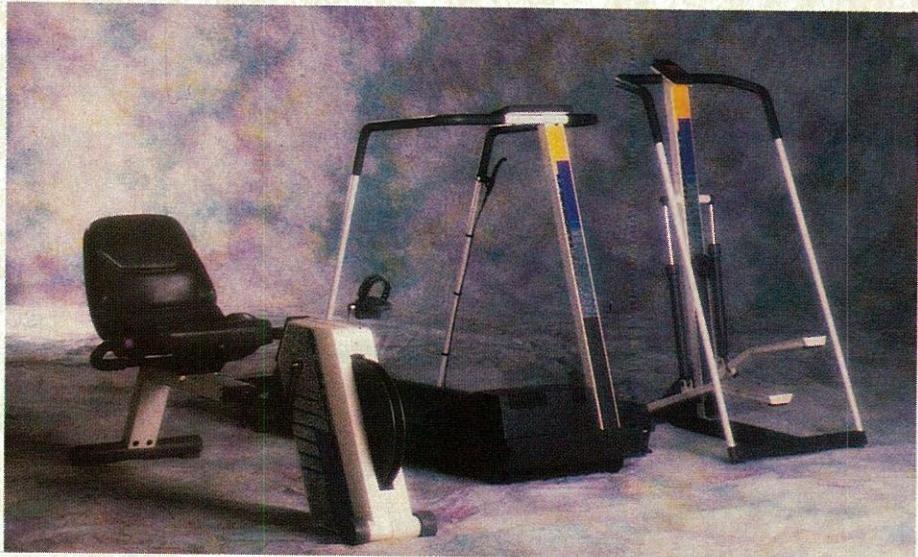
From Sharon Luggage and Gifts. GO SL \$99.99, sale price



Sony CD sound to go.

Now you can take it with you! This Sony D180 portable CD player features an adaptor for use with your cassette deck in your car. Installation is a snap. When you park the car, pop out the player and take it with you to avoid theft. Includes car adaptor. A "no-contest" choice for weary commuters!

From Discount Shopping Inc. GO DSI
\$209, delivery included

**▲ Add instant electronic photos with the Canon Xapshot.**

A stunning way to enhance all your communications! With the Canon Xapshot, you can add a photo to a letter, memo, report, electronic-mail message or fax immediately with a touch of a button. The impact of instant electronic photos will make everything you do on the Macintosh more effective and exciting. The Xapshot camera records images as single frames of video on a 2-inch diskette instead of on film. There's no waiting and no development costs. After you transfer the photos to your Macintosh, the images become ordinary graphics files that you can edit and place into any application that accepts graphics. As easy to use as a 35mm automatic camera, the Xapshot records up to 50 images on a single, reusable diskette.

From MacWarehouse. GO MW
\$499

End stumbling in the dark with the motion-sensing Night Guide.

The Night Guide instantly illuminates your path with soft light whenever it detects movement. Perfect for dark hallways, stairways, bathrooms, nurseries or anywhere you need light without fumbling for a switch. You can set the unit's automatic timer to turn the light off again from five seconds to 15 minutes after the motion stops. An energy-saving photocell guarantees the light will come on only when it's dark. No installation is required—just plug the Night Guide into a standard outlet. Includes a 6-watt replaceable bulb. The perfect gift for new parents!

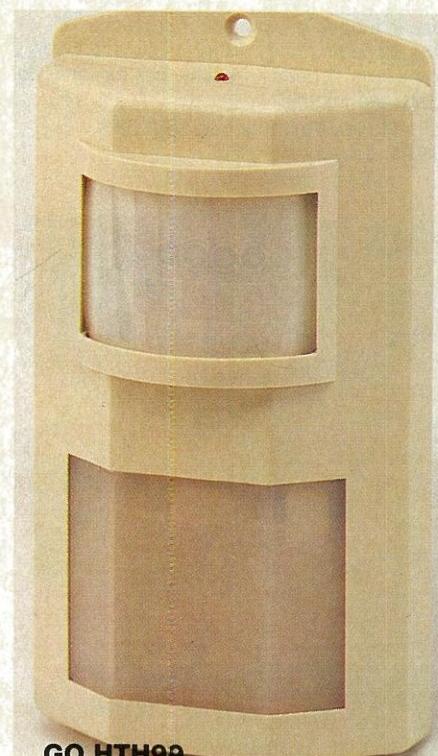
From The Heath Co. GO HTH
\$29.95

Type 99 after any merchant's GO command and zip to a list of their pictured products.

▲ Keep fit with Mode One fitness equipment.

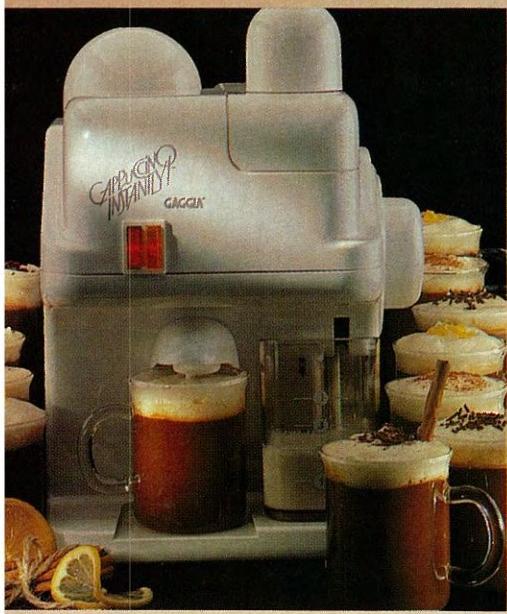
This trio of Mode One equipment lets you exercise when and where you want. The treadmill features a strong 1-horsepower motor with speeds up to 8 mph and 10% manual incline. The comfortable, recumbent cycle places your body in the optimum position for working all the muscles of the legs and buttocks, while firmly supporting your back. And the smooth operation of the climber gives you a low-impact workout. Delivery included in prices of all three.

From Push Pedal Pull Fitness. GO PPP
\$1,395, treadmill
\$369, recumbent bike
\$249, climber



GO HTH99

GOURMET GOODIES AND STOCKING STUFFERS



Make cappuccino presto!

This marvelous new Gaggia Cappuccino Instantly® makes a freshly brewed cup of cappuccino with instant freeze-dried coffee. Now you can make thick and frothy cappuccino, creamy chocolate latte, delicious hot chocolate or espresso with the touch of a button. Makes 10 cappuccinos in five minutes. Made in Italy.

From The Chef's Catalog. GO CC
\$159.99, special introductory price

Give the time of day with a Disney timepiece.

This year, give family and friends the time of day (or night) with a Disney timepiece. In the nick of time for holiday gift giving, Disney is offering an array of watches, sporting favorite Disney characters. Over two dozen watches are showcased in Disney's free print catalog. Or shop online for Disney's top timepieces.

From Disney Catalog. GO DS
\$5, Jungle Book digital quartz watch
\$34.95, Winnie the Pooh quartz/analog watch
\$44.95, all-sports quartz water-resistant Mickey Mouse watch
\$55, Mickey hologram watch with magical 3-D laser image

Stocking stuffers from the aloha state.

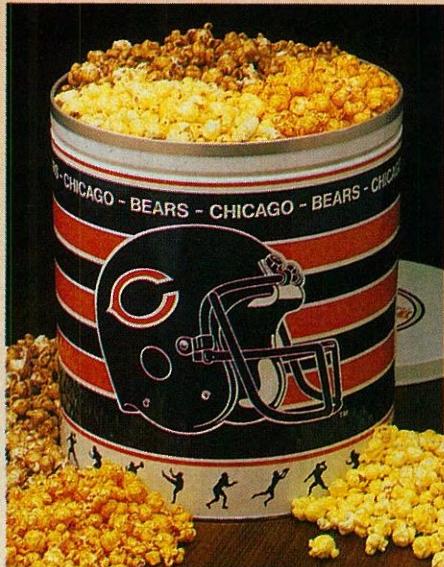
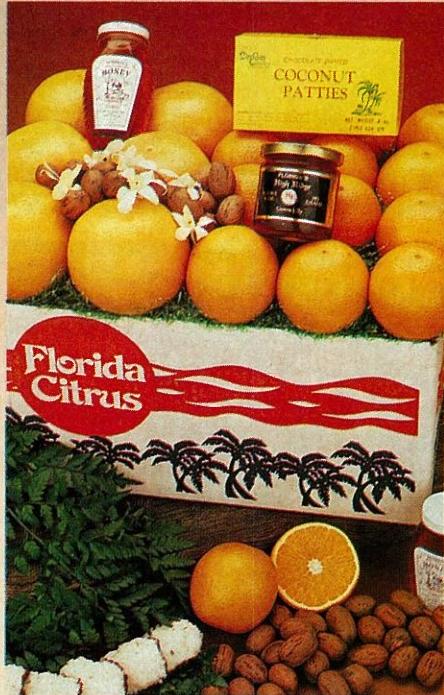
For out-of-the-ordinary stocking stuffers, take a trip to the Hawaii General Store. Store manager Kimo has showcased a wide selection of goodies, including tropical jams and preserves, handmade Hawaiian tree ornaments, Mauna Loa macadamia nuts, and a gift pack of eight different seeds. For the truly unique, opt for a sprouting coconut plant!

From Hawaii General Store. GO HI

Send a half-bushel gift pack of Florida's finest.

A tasty treat for the whole family! Each container is packed with a 1/2 bushel of the finest tree-ripened, naturally sweet selection of Florida oranges and grapefruit. The gift pack is topped off with coconut patties, orange blossom honey, tropical jelly and Georgia pecans. A hearty, healthy pick for far-flung family and friends!

From Florida Fruit Shippers. GO FFS
\$33.95, delivery included



The ultimate gift for armchair quarterbacks.

A tasty idea for gridiron fans coast-to-coast. Park yourself in front of the TV with this colorful NFL tin, packed with 3.5 gallons of caramel, cheese and buttered popcorn, and cheer on your favorite team. The reusable three-way metal tin is available for all 28 NFL teams.

From Sears. GO SEARS
\$18.99

Type 99 after any merchant's GO command and zip to a list of their pictured products.

A quartet of Hawaii's best for coffee lovers.

This lovely gift pack features four 2-ounce bags of the finest Kona coffee—100% pure Kona, Kona macadamia nut, Kona chocolate macadamia nut and Kona decaffeinated. A super sampler sure to deliver hours of sipping pleasure!

From Coffee Anyone ???
GO COF
\$9.95



COMPUERVE

M A G A Z I N E

CompuServe's Graphic Interface Goes to Work

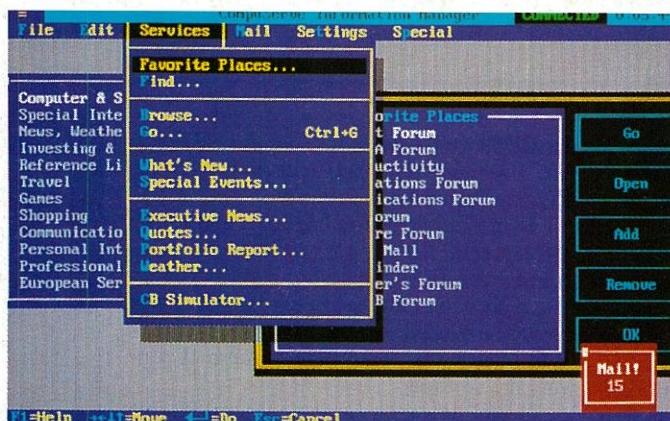
CIM Crushes the Daily Grind

by Cathryn Conroy

CompuServe Information Manager (CIM) for DOS computers is saving time for busy professionals who just want to get online, get the information they need and get offline to put that information to work. No complicated commands, nothing to memorize and no technical specifications to figure out.

Professionals worldwide are using this unique, intuitive program to make their online time more efficient and their work days more productive.

continued on page 2



Access Favorite Places and new features: CIM's Services menu

IBMNET's Leading Sage Speaks on Common Queries

King of the PC Answer People

by Harry Green

When it comes to name recognition on CompuServe, few surpass Don Watkins, chief sysop of IBMNET forums (GO IBMNET). He and others in the forums he directs have been helping members with generic IBM PC-related problems since 1983. Under his guidance, IBMNET has grown from a single forum into more than a dozen forums, collectively aver-

aging more than 1,000 messages per day.

Watkins spends as much time on CompuServe as most people spend on their jobs, but when he's not reading messages or checking uploaded files, he is a self-employed management consultant. He followed a more traditional career path for about 14 years, first working on computers in the banking in-

dustry, then in the equipment leasing business. About six years ago he opened his own management consulting company, working from his home in Santa Rosa, Calif. He says consulting and being chief sysop for IBMNET mesh particularly well: whatever time he doesn't spend consulting he can fill with CompuServe.

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This special editorial insert was created to help DOS users get the most out of IBMNET forums and CompuServe's Information Manager software.

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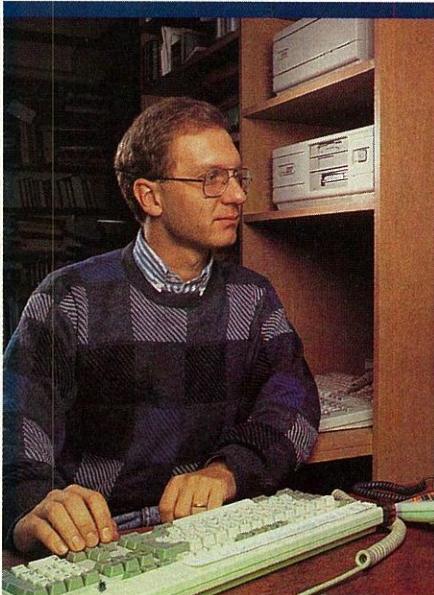
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Software Support List

DOS CIM 2.0 Ready to Order

CompuServe Information Manager version 2.0 for DOS users offers several new features, including GIF view, DOS shell, library search, background downloading, Executive News Service access and more. See page 4 for details. To order it, GO ORDER.

continued from page 1



DAVID BROWN PHOTOGRAPHY

Likes 'seamless technology': Fairhead

United Kingdom Connection

Call it fate or call it serendipity, but Richard Fairhead admits he started using CIM by a fluke. A friend of his ordered a copy and mistakenly received two disks. He gave one to Fairhead to try. "Now I rarely use other communications packages," says the resident of Birmingham, England.

He most appreciates CIM's "seamless technology"—the user learns one interface with the computer and all the programs function in a similar way—which is particularly useful for the software authoring he and his wife do for a major international bibliographic database to link Christian Mission colleges and libraries worldwide. It's Fairhead's job as database administrator to investigate ways the colleges can communicate with one another.

Before using CIM, he found areas on CompuServe by chance. Now, he can more purposefully find online services that help his project. For instance, he uses the CD-

ROM Forum extensively since he anticipates sharing his data between countries via CD-ROM. "This technology is so new even the so-called 'experts' don't seem to know all the answers. The forum is a way of keeping in touch with others involved in the same sort of problems," says Fairhead.

In addition, daily worldwide communication is easier with CIM, allowing the database project managers in Birmingham, Paris and Dayton, Ohio, to communicate with one another easily, quickly and affordably, independent of time zone differences.

"Sending faxes and electronic mail is easier, particularly with CIM's address book. Downloading files on CIM is a good example of 'seamless technology.' I just click on the download button of the dialog box," he says. In addition, he finds that sending a fax message from England via CompuServe to Dayton is much less expensive than using traditional fax communications.

Search-and-Find Mission

Even veteran CompuServe users need help occasionally. After using CIM during beta-testing, Phil Usher, vice president of testing and quality assurance for Nantucket Corp., was impressed by how well it worked and quickly dispensed with other programs.

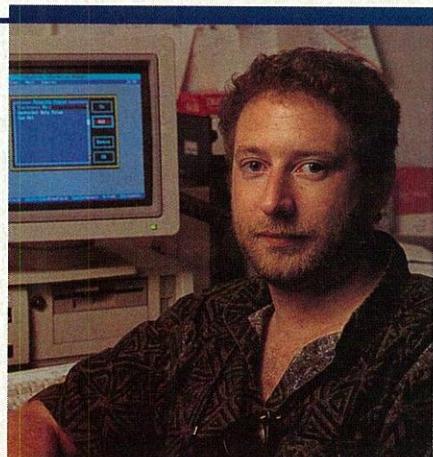
Usher has found that his productivity has improved using CIM. "Now I spend less time looking for forum messages and more time reading and replying to them. I often store messages I am not sure how to respond to, using CIM's Filing Cabinet feature, and tackle them later," he says.

Best of all, he is able to read the stored messages, respond to them and place them

in CIM's Out-Basket without ever logging on. The next time he's online, Usher can quickly deliver his messages.

Usher admits he didn't fully appreciate the power of CIM until 2 a.m. during a hectic all-night work session when he was changing a file server and realized that the device driver he needed was nowhere to be found. It was imperative the system be up and running by morning.

"I had to search through several vendor forums for the file containing this driver," he says. "Using CIM's searching facilities, I was able to locate the file, download it and have the system up and running before dawn."

JAMES CACCIAO
Manages messages better: Usher

Some Oft-Asked DOS CIM Questions and Answers

Following are common questions and answers about CompuServe Information Manager for DOS. For more information, consult the files listed, all of which are located in Library 2, "Support Files," of the DOS CIM Support Forum (GO CIMSUP).

Q: How do I replace my current password in CIM with a new one?

A: Highlight the password field in your Session Settings. Then either type the first four characters of the current password to expose it and use the Backspace key to erase the current password or press CONTROL-F8 (or the Delete key if using CIM version 2.0) and confirm that you want to erase the current password. Once the password field is blank, you'll be able to type in a new one. (Note: If you want to change your password in CIM, you will first need to change it on CompuServe, GO PASSWORD).

CIM Help file: CHGPSW.HLP.

Q: Is it possible to view weather maps and satellite pictures? Can I save them and view them later offline?

A: You can use CIM to either view or download the AccuWeather or US Radar Maps (GO MAPS).

To get a copy of the file to your disk (if you're using any CIM upgrade in the version 1 series) download the map by typing DOW followed by the number of the map you wish to download. Or in CIM 2.0, as a default preference, when you dismiss a GIF file that you've viewed on your screen, you will automatically be prompted for a file name to save it to your disk.

To view the map, download a separate decoder (such as CSHOWA.EXE) from Library 3, "Decoders & Encoders," in the Graphics Support Forum (GO GRAPHSUP) and use it to view a downloaded graphic file. Or in CIM 2.0, you can view the file while offline by using the "View a GIF" or "File Open" commands.

Cutting Through Chaos

Sally Ryce, assistant dean for finance at a major Midwestern medical school, came to her boss's rescue when he needed to get an urgent message to East Germany in late November 1989 when the Berlin Wall began crumpling.

Logging onto CompuServe with CIM, she posted a message in one of the forums and found a fellow member who was a diplomat in another country. "He offered to transmit the message to his counterpart in West Germany, who would have it delivered to the East," she recalls.

A long-time CIM user, Ryce appreciates the software's ability to log on and navigate

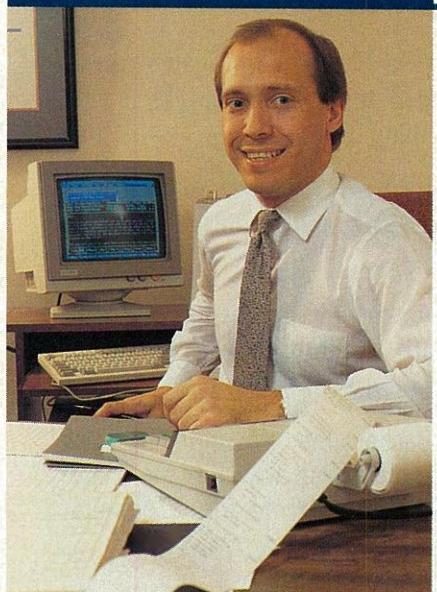
the system easily. "This is especially valuable to new CompuServe members and for those who don't know exactly what they're looking for. CIM makes it easier to browse through all of the different features and forums."

Ryce uses the program when she needs to get expert help from the forums for routine business questions. For instance, when she couldn't figure out how to do something on her spreadsheet even after scouring the manual, she left a message in the Lotus Development Corp. Spreadsheets Forum. "One of the forum members pointed me to a short file he had written to assist him in doing the same thing."



DANNY O'CONNOR

Received spreadsheet help: Ryce



CHRISTOPHER WRIGHT

Consults other CPAs online: Perreault

Making an Impression

Douglas Perreault, a self-employed certified public accountant in Tampa, Fla., says he was nervous at first about accessing new areas online, fearing he wouldn't know what to do. "I was a novice and looking for something to insulate me. CIM fit the description perfectly."

Using CIM, he now visits forums regularly, especially the Working From Home Forum where he consults with other CPAs. Working as a sole practitioner, he had found it difficult to get a second opinion; by leaving a message in the Working From Home Forum he can get several.

In addition, he uses CIM's Quotes Option pull-down menu to check stock quotes. He also uploads and downloads files with ease—tasks he wasn't comfortable doing without this software.

Best of all, Perreault says CIM allows him to be more productive at work since he can now do two things at once. "It's so easy

to use, I can talk on the phone and use CIM to look up stock quotes, for instance. With other communications programs, I have to keep an eye on what's happening all the time."

Perreault is such a confident CIM user that he now helps others. One of his clients, a new CompuServe member who uses CIM, needed a Quattro Pro spreadsheet Perreault prepared for her for an afternoon meeting. "I could have faxed the spreadsheet, but that wouldn't have looked as good as the original, and for this presentation, appearance was everything," he says. With no time for overnight delivery, Perreault realized CompuServe Mail was the only solution. "With CIM in front of me, I told her exactly which keys to press and when. Within a half hour, she had the spreadsheet printed on her laser printer and was ready for the meeting with time to spare."

Q: How can I save information that comes across in Terminal Emulation mode?

A: While operating under Terminal Emulation, you can save the contents of the capture buffer by first pressing the F8 key, the Cursor-up, Cursor-down, PgUp, PgDn, Home or End keys (or by selecting "Capture Buffer" from the Special pull-down menu under Terminal Emulation) to display the buffer window, and then pressing F2. You'll be prompted for the file name to use to save the buffer contents.

The buffer is always open and retains the number of lines of text you have specified under the "Set Capture Size" selection in Terminal Emulation. Press Escape to exit capture buffer to get back into online mode.

Use the Terminal Logging option on the Terminal pull-down menu (F5 command) to create a log file.

CIM Help File: CAPTUR.HLP

Q: How do I import ASCII text from a disk file to a message being composed in CIM for transmission via CompuServe Mail or in a forum?

A: If you have CIM 2.0, use the Import option on the File menu. If you have a version of CIM in the 1.0 series, first use the Open File option from the File pull-down menu to display the file. Mark the text you wish to import by dragging with the mouse or by using the shifted cursor keys. Select the Copy option from the Edit pull-down menu. Press the Escape key to close the file window. In the Message Create window, use the Paste option (also on the Edit pull-down menu) to paste the text into your message. Press the Escape key to close the window.

CIM Help File: IMPORT.HLP.

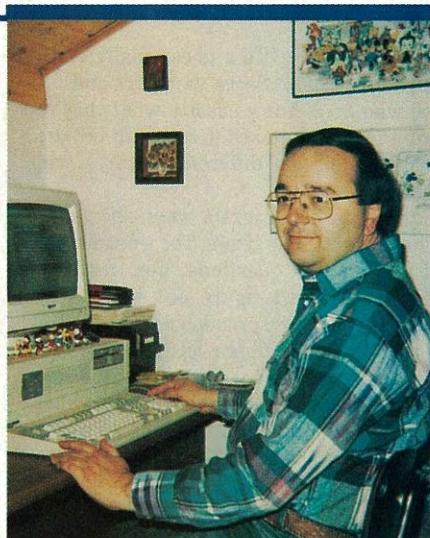
Hello! Who's This?

Lutz Koch is the kind of expert others turn to for help—it was Koch who introduced his company, Carl Schenck AG in Darmstadt, Germany, to word processing in the early 1980s and who transformed the technical manual department when he suggested using desktop publishing in 1987. But even with all his high-tech savvy, Koch admits he doesn't enjoy a communications program that requires memorization of commands and keeps him busy at the keyboard while online.

With CIM, Koch says he is able to zip through forum libraries and find exactly the files and programs he wants. He gets one-on-one support in a number of technical forums, including Ventura Software, Aldus, Adobe, Microsoft, Windows Applications and Desktop Publishing. Koch uses what he learns to assist others in his company.

CIM allows Koch to get the information he needs in the most expedient way. "The Windows-like, intuitive interface is the most valuable asset of CIM for me. I like to wander around in CompuServe, to look into those places that interest me at that particular time, and concentrate on the subject matter—not on session procedures. CIM allows me to do just that."

Perhaps the greatest advantage of CIM to busy professionals like Koch is that it is so easy to figure out. Koch recalls one evening last August when he was checking on some messages only to have a window pop-up on the screen with the words "Hello from Test3 at MacWorld." What was this?



Learned to conference easily: Koch

He typed in a response: "Hello! Who's this?" By looking at the screen's bottom line, he realized he should push F3 to send the message. Seconds later, the window reappeared. It seems several people at the CompuServe booth at MacWorld in Boston were showing off the dialogue features.

Says Koch, "The amazing thing besides the fact that I was suddenly talking live to some folks thousands of miles away on another continent is that I could enter into conversation without ever having bothered to acquaint myself with this function—thanks to the friendliness of CIM."

Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

What's in CIM 2.0

CompuServe Information Manager, a software product developed by CompuServe, incorporates pull-down menus, dialog boxes and several other features that allow members to access, sort and utilize information more effectively. CIM includes several features that enable members to do certain tasks, such as composing and reading messages offline.



CIM 2.0 for DOS is now available. Here's a description of some of its new features:

- ▶ DOS Shell option allows you to return to DOS while CIM is still running in memory.
- ▶ Save GIF View preference allows saving a graphic display after viewing.
- ▶ Across-library search lets you mark all libraries and search at once for a particular file.
- ▶ Background downloading lets you download and use other capabilities within the forum simultaneously.
- ▶ Private message support for sending messages privately within a forum.
- ▶ Easier access to the Executive News Service.
- ▶ More extensive interaction with stock market data.
- ▶ Saving of windows size and position across sessions.
- ▶ Support for customized connections.

Support for CIM is available in the DOS CIM Forum (GO CIMSUPPORT). To order DOS CIM 2.0, GO ORDER.

Customized world news stories clipped for browsing: CIM's ENS connection

Watkins**continued from page 1**

CompuServe Magazine recently interviewed Watkins to find out more about how IBMNET operates and how members can take advantage of its resources as they progress from beginning to experienced CompuServe members.

Q: Which of your daily sysop responsibilities takes the most time?

A: It takes about three hours per day to read all the messages, but that's a small part of my activity. I spend twice that much time checking files. Between myself and other sysops, we test all the files in the forums.

Q: What's involved in checking files?

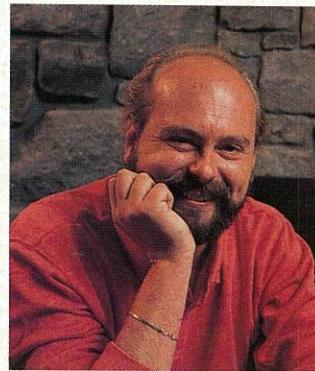
A: We run all the programs in a controlled environment before we release them for general downloading. We look for viruses and evidence of crippling, such as feature limitations or dates beyond which the program is disabled.

Q: How many sysops are there in IBMNET?

A: There are seven of us, not including the Special Needs Forum, which I don't manage. Georgia Griffith is the primary

sysop there. In the other IBMNET forums, Conrad Kageyama, a retired auto mechanic who also lives in California, has been with us for several years. Vern Buerg is strong on communications and programming, and Chris Dunford is an excellent programming and DOS expert. Holly Henry spends a lot of time in the new users area because she is adept at explaining new concepts. Jim McKeown, a professor at Penn State, is one of the ATO (Autosig) development folks and does the IBMNET format library summary files. Earle Robinson runs the European Users Forum from Paris or New York, wherever he happens to be. I also handle the File Finder comments area.

We're pretty much generalists. Even though we have our areas of expertise, we aren't confined to a single forum. IBMNET is very much a member-oriented group of



GEORGE OLSON

Coordinates IBMNET: Watkins

forums. We help where we're needed, but we don't try to impose structure.

Q: IBMNET seems to be where members gravitate when they need assistance with general PC problems. What's the most frequent question?

A: The most frequent question is "I downloaded this file, now what do I do with it?" Many users don't realize that most of the

files have to be decompressed before they can be run. People often try to run ZIP and ARC files just as they get them from the network.

Q: How do you suggest members handle that problem?

A: They need to download a decompression utility from Library 2, "Library Tools," of the IBM New Users Forum. For ARC files, they should download ARC-E.COM and the documentation file, ARC-E.DOC.

Catches of the Day: Overview of Forums in IBMNET

Both new and experienced users meet in the core IBMNET forums. Here is a listing of the forums available and a brief description of what they contain.

New Users/Fun Forum (GO IBMNEW)

You'll find helpful hints and tips here as well as the basic tools you'll need to get started. Libraries contain files to answer most of the questions newcomers ask.

Hardware Forum (GO IBMHW)

This forum discusses hardware and peripherals available for the IBM PC and compatible computers.

Applications Forum (GO IBMAPP)

This forum addresses applications including word processing, database, spreadsheet, or any of the thousands of programs available for IBM PCs.

Systems/Utilities Forum (GO IBMSYS)

For discussions and the latest information on IBM utilities, operating systems and system configuration.

Programming Forum (GO IBMPRO)

Devoted to programming the IBM PC and compatible computers, this forum is a resource of information and files that ease program development.

Communications Forum (GO IBMCOM)

This forum covers every aspect of PC communications from modems to fax to protocols.

Bulletin Board Forum (GO IBMBBS)

The theme in this forum is bulletin board systems and the management issues surrounding them.

PC Vendor Forums (GO PCVENA, PCVENB, PCVENC or PCVEND)

There are four vendor forums in

IBMNET supporting numerous companies; each company hosts a message section and library for its products. You can locate vendors by typing FIND at any ! prompt. For example, FIND DELL leads you to the PC Vendor D Forum where Dell Computer is located.

ASP/Shareware Forum (GO ASPFORUM)

This forum is devoted to discussion of shareware and is a meeting place for the Association of Shareware Professionals.

IBM European Users Forum (GO IBMEUROPE)

The growing body of CompuServe's European members meet in this forum to discuss issues relating to use of IBM and compatible computers in Europe.

IBM/Special Needs Forum (GO IBMSPECIAL)

This is a place where IBM users with special equipment needs or problems can converse with others of like interests.

That program can be run without further processing. For ZIP files, they need PKZ110.EXE; and for LHA files they need LHA213.EXE. These two programs can't decompress files themselves, but they are self-extracting programs that produce the decompression utilities.

Q: What other kinds of questions do you get?

A: "How do I download?" is another common question. It's a tough one to answer because there are so many telecommunications programs and protocols on the market. We get this question so often that we've created a file called LIB.HLP in Library 1, "Download Help," of the IBM New Users Forum. This one is a text file that can be read directly. We advise people to consult the file, and read the information. If you're still having trouble, let us know and we'll be glad to help.

Q: Are there other problems that seem to stump new members?

A: A particularly tricky question is "I've posted a message and it's been removed. Where did it go?" New members often don't realize that when they read messages the forum software defaults to new messages. The message they left is still there; it's just that the software treats it as an old message and doesn't display it. If you have CompuServe Information Manager, select "Set date" from the Messages pull-down menu. Otherwise change the Message Age selection to "All." (Type MES at the forum prompt to reach this menu.) An even easier solution is to make a note of the message number so you can select it directly. Unless a user particularly needs to reread his or her message, it may not be necessary to find it. The software will flag replies you get.

Q: How long do messages remain on the forum before they scroll off?

A: That depends on the forum. In the more active forums, the messages may stay on the board no longer than about seven days. In the less active forums they may remain for as long as three months.

Q: What about locating files in the forum libraries? Is this a frequent problem for new members?

A: Yes it is. We often get questions such as, "I've heard about this file and I can't find it. Where is it?" This problem can be caused by a change in the file name. For example, a file named PKZ110.EXE today might be updated next month to PKZ112.EXE. The best way to find such files is to use wildcards. To find that program, you could search for PKZ*.* and the software would find it regardless of its name. If that doesn't work, ask for help.

Preferred and Suggested IBMNET Files

Chief Sysop Don Watkins asked several members of IBMNET forums what files they'd most recommend for other members who are new to the forums. Here's a list of some of their all-time favorite files and information about how to obtain them.

IBM PROGRAMMING FORUM (GO IBMPRO)

Library 10, "Data Compression"

Archiver—Compact archiver to create LZH files. Makes tight compressions and fast decompressions and has a display to show archiver's contents. File LHA213.EXE.

IBM APPLICATIONS FORUM (GO IBMAPP)

Library 1, "Text Editors"

Search Utility—Similar to DOS's FIND but smaller; multifile capabilities and numerous output options. Use to search single or multiple files for a word or phrase. File FGREP.ARC.

Library 2, "Word Processing"

Envelope Addresser—Grab Plus has style sheets to allow use of many configurations. Use from a word processor screen or its supplied database. File GRAB.ZIP.

IBM HARDWARE FORUM (GO IBMHW)

Library 2, "Printer Utilities"

4Print Utility—Saves paper by printing single or double-sided, up to 6 pages per sheet on any Laserjet or Deskjet. File 4PR410.ZIP.

IBM NEW USERS FORUM (GO IBMNEW)

Library 5, "Fun Graphics"

EGA Picture Puzzle—Make your own size puzzles from four to 1,400 pieces. Program lets you show picture in a window for help, save puzzle and more. File PPZZ1.ZIP.

Library 6, "Gen. Fun and Games"

Action Game—In *Superfly*, chase flies and other insect invaders through 20 different rounds. Uses high-resolution graphics mode; requires an EGA or VGA card to play. File SFLY11.ZIP.

Arcade Game—*Frac*, a 3-D Tetris-like game. File 3DTETR.ZIP.

IBM SYSTEMS/UTILITIES FORUM (GO IBMSYS)

Library 1, "DOS Utilities"

Clock Program—PCCLOCK sets date and time by modem by calling the atomic clock in Boulder, Colo. Displays date and time in big digits and in 80 colorful designs, plus up to 20 you create yourself. File PCK215.ZIP.

Command Editor—An editor, retriever and macro facility, CED with complex syntax. Unlike batch files, they are stored in memory. File CED.ZIP.

Disk Directory Utility—Supports EGA/VGA video modes and displays ARC and ZIP directories. Fast and colorful. File SD62.ARC.

Change Directory Utility—Helps you quickly and easily change between directories on your hard drive. Includes bigger pop-up window, rename directories feature, speed search and more shortcuts. File LCD40B.ZIP.

Display Program—Lets you display the cluster chain for a file, find the owner of a cluster or sector, and display general disk information. File FAT.ARC.

Memory Map—Displays a map of resident programs in memory, lists open files by name and more. File PMAP.ZIP.

Sound Effects—Major Sound FX upgrade of digital sounds for your PC. File SFX4.EXE.

Device Driver Loader—Loads word-based device drivers without having to install it in CONFIG.SYS. File DEVICE.ZIP.

Information File—Description of features and capabilities of version 3.03 of 4DOS. File 4DOS.INF.

Keyboard Utility—HITKEY halts a keystroke during boot so you can see any messages from previous device driver. File HITKEY.ZIP.

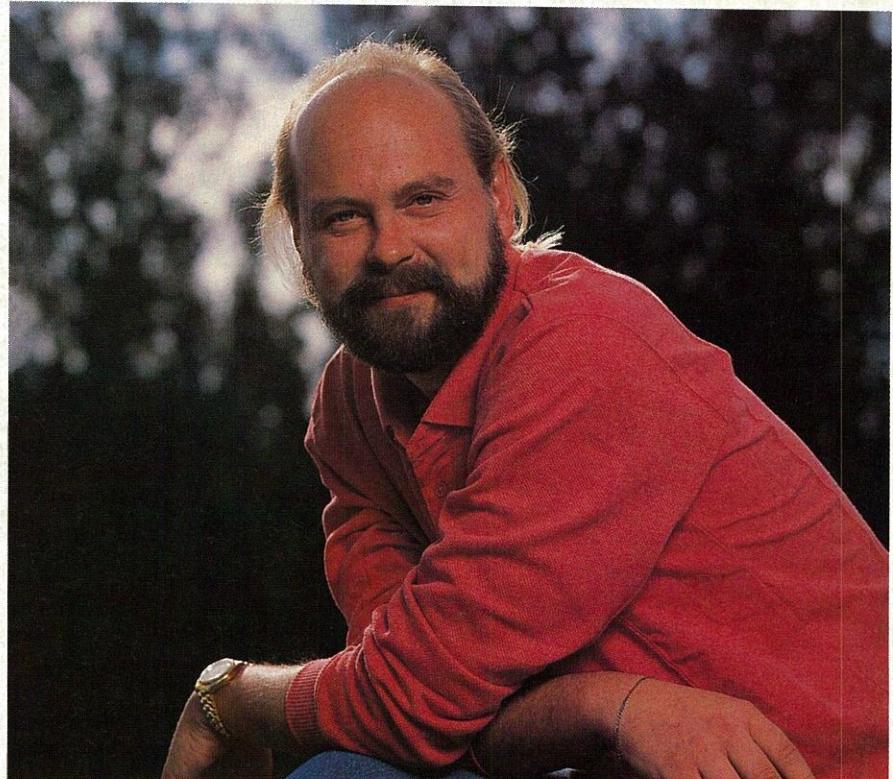
Q: Is the IBM File Finder (GO IBMFF) a good alternative for locating files?

A: Yes. Members can search File Finder for files of interest across multiple forums on a variety of search methods, including key words, file name and forum name.

Q: After all these years of managing the IBMNET forums, what makes you continue doing it? What keeps it interesting for you?

A: It's the people and also the fact that I'm learning new things every day in IBMNET. I'm active in the forums now for the same reason I first logged on: to keep in touch with new product developments and happenings in the industry.

Harry Green is president of Pacific Netcom Inc., a Portland, Ore., firm that consults with businesses on using office automation and telecommunications to improve productivity. His CompuServe User ID number is 70007,431.



GEORGE OLSON

Helping members with PC-related problems for nearly 10 years: Watkins

Library 3, "General Utilities"

TSR Manager—Program for managing DOS memory features MARK and RELEASE that let you remove resident programs from memory without rebooting. File TSRCOM.EXE.

Stacker and Enhancer—File includes complete Stackey 3.0 keyboard stuffer and Batutil 1.0 batch file enhancer. Also documentation and help files. File SKEY30.ZIP.

Disk Space Saver—XEQ lets you create a library for small COM files to save disk space. File XEQ.ZIP.

Screen Copier—Captures DOS screen output to disk file or printer, making a disk record of DOS session. File CONCPY.ARC.

File Security—Allows you to execute any DOS command on files except those specified. File EXCED2.ZIP.

Print Spooler—Lets you spool to disk, RAM disk, expanded, extended, and HMA memory. File DMPLZH.EXE.

Library 5, "DOS Shells/Mgrs"

Directory Utility—Powerful directory/file management tool that lets you compare files in ZIPs to DOS files or ARCs and more. File DX-261.ZIP.

File Manager—WFiler is a full-screen DOS directory and file maintenance utility and ARC/ZIP/LZH shell. File WF-210.EXE.

Library 6, "File Utilities"

File Utility—LIST Plus is a general purpose file browsing and viewing utility that includes selective printing, telephone dialer, scrollable windows and more. File LIST76.EXE.

File Compressor—DIET is an executable file compressor that also compresses data files. Programs compressed with DIET remain executable and automatically expand into memory when executed. File DIET12.ZIP.

Directory of Executables—DIRX lets you find out which executables have been compressed with DIET or similar programs. File DRX106.ZIP.

File Archiver—New version includes improved extraction speed, faster self-extractors, better diskette support. File ARJ221.EXE.

File Finding Tool—SST finds files by wildcard searching all directories of all specified drives. File SST53A.ZIP.

File Mover—Smart file program that can move files across drives. File MOVE.ZIP.

Archive Directory—Displays content directories of archive files including ARC, ZIP, PAK, LZH and most self-extracting files. File FV137.ARC.

Comparison Program—Compares two files or two directories of files, including hidden files. Gives simple one-line answer for each file without analyzing differences. File QCMP.ARC.

File Compressor—Compresses EXE files by 30 percent to 40 percent or more and leaves them executable. File LZEX91.ZIP.

Search Utility—Quickly searches for a file then moves it over to current directory. File MOHERE.ZIP.

File Finder—Locates DOS 3 through DOS 5 files fast. File FND220.ZIP.

Library 7, "Desktop Utilities"

Multipurpose Resident Program—Provides pop-up features: cut/paste, tables, box-draw, screen print and more. File CTLALT.ARC.

The Resident 'Electronic Elves' of IBMNET

Dispensing with the Advice-ities

by Joel Dreyfuss

If you've ever been frustrated by a lack of "compatibility" between PC-clone keyboards, hardware, software, modems and other peripherals, help is as close as IBMNET members Nels Anderson, Eduardo Martins, Clyde Washburn and R.J. Decker.

You could call these experts and others like them who roam IBMNET "electronic elves," since they're always nearby to dispense advice, solve technical problems and proselytize on the benefits of computing.

They soothe. They explain. They debunk. They arbitrate. They argue. Their motives aren't entirely altruistic, however. At one time they, too, looked to the forums for basic technical assistance, and still seek out members with more esoteric knowledge. What keeps them coming back to IBMNET?

Nels Anderson, who started hanging out in the IBMNET forums last year, is author of *Mah-Jongg* (Gamers Forum, GO GAMERS, Library 13, "Other Games," MAHJ35.ZIP), *Shooting Gallery* (SHOT22.ZIP) and *Superfly* (SFLY11.ZIP), three of the most popular shareware games on CompuServe (the other two are available in Library 6, "General Fun & Games" of the IBM New Users' Forum, GO IBMNEW).

Anderson joined the Association of Shareware Professionals last year and decided he could best keep in touch with other software authors and his customers through CompuServe. He logs on at least every other day and spends a lot of time answering questions about his games. "I enjoy talking to people," he says. "If they have questions, I try to answer them."

"One of the biggest problems is that people may not read in-



ROBIN JAREAUX

structions first. It's not just in computers; people have a hard time following instructions in general," says Anderson. He tries to write his games manuals as simply as possible and says the feedback he receives from CompuServe members is invaluable. "Sometimes it's hard to see things from a beginner's point of view when you've been using computers for so long."

Anderson was 13 when he saw his first computer at school. "Pretty primitive stuff," he concedes. "It was a PDP-8/L with 4K of memory, paper tape and chunky old teletypes." The first computer he actually built was an Apple II clone, which he still owns. He writes his programs on a 16 MHz '386 with a VGA monitor and runs his own

BBS in Framingham, Mass.

Anderson started writing games almost by accident. While at Prime Computer in Natick, Mass., he was asked to learn the C programming language, and then began working on graphics routines that evolved into games. "I noticed my co-workers were spending a lot of time playing my games," he says. At the urging of colleagues, he started posting the games on bulletin boards and on CompuServe.

When Prime suffered a wave of layoffs, Anderson was one of the victims, but he hasn't looked back. In fact, he's written three games since his layoff. With registrations for his software coming in at a steady pace, he's beginning to think he

might be able to make a living playing games—and answering questions from people who don't read manuals.

Computer games attracted Eduardo Martins to CompuServe in 1983, but his favorite spacewar game wasn't as popular with his new wife. "She threatened to trash the modem and computer, so I stayed offline for a while," he says. Initially computing from a Commodore 64 and a 13-inch color TV at 300-baud, he looked to IBMNET for advice when he decided to buy an IBM-compatible '286 machine.

Martins decided that for a novice like himself, the IBMNET forums were "the best place to get quick answers." He once again found expert help online when he wanted to learn how to program in Pascal. "The opportunity to chat with experts such as Neil Rubenking, Kim Kokkonen, Michael Days and others in various forums was very exciting," says Martins. "After a while, I considered these guys friends, even though I had never met them face to face."

Martins released his first shareware program, *Klondike*, an online version of solitaire (IBM New Users Forum, Library 8, "Word & Card Games," KLDK30.EXE). He also joined the Association of Shareware Professionals, which meets in the ASP/Shareware Forum.

Martins spends 30 to 60 minutes a day on CompuServe business, but only a fraction of that time is online since he processes messages offline with TAPCIS. In addition to his computing time, the Brazilian native is completing a Ph.D. in economics at the University of Illinois and hopes to develop software for economic analysis upon graduation.

DOS SPECIAL INSERT

Most of his CompuServe activity involves sharing technical tips, marketing ideas "and a lot of kidding" with other computer professionals. "I've made dozens of friends online, and look forward to chatting with them each day," says Martins.

Another example of the influence of online friendships is how Clyde Washburn became a member of CompuServe. Washburn had communicated online with software developer Jeff Garbers; so when Garbers declared he was helping set up the IBMNET Forum, Washburn followed. Ironically, Washburn attributes his early addiction to CompuServe to tough times at home when his wife was seriously ill. "CompuServe helped to distract me," he says.

Washburn, who lives in Pittsford, N.Y., studied electrical engineering at the University of Rochester and began his career as a radio engineer.

When the IBM PC came out in 1983, Washburn was managing a car telephone business. While dealing with the engineers working on microprocessors for the phone system, he found that they seemed to be speaking an alien language. Washburn owned a Heathkit CP/M machine and had done some hacking, but he later bought an early IBM PC, upgraded it to 64K and "went from there."

He taught himself to write assembly language programs for the PC and soon after launched Washburn & Co. Distributors. He wrote Second Nature, a ROM program that allowed PCs to use 3.5-inch diskettes and hard disks that weren't included in the original BIOS. The company now sells the AMI line of BIOS chips and motherboards.

Washburn carefully separates business from his activities on CompuServe. "I will discuss only what is generic on the forums," he says. "I also recommend products that I don't sell if they are best for the job." People hear about his products by word-of-mouth, and he gets a fair number of orders—and gives support for those products—through CompuServe Mail.

Like many frequent CompuServe users, Washburn enjoys socializing with fellow forum members. "They are the kind of people you'd love to meet at a cocktail party," he says.

But he still gets great satisfaction answering technical questions. "I learned long ago that people had a pressing need for impartial information on computers," he says. "There are hundreds, actually thousands, of people on CompuServe who need advice," he says, and he has been one of them.

When planning a trip to Britain, he posted a message asking what plays to see in London. Within hours he had advice on what to see, what to skip and how to get tickets. He says, "Dozens of people with travel expertise helped me."

In nearly 30 years working with computers, R.J. Decker is another who has seen tremendous advances in computer technology, and remembers a time when he was awestruck by the capabilities of his first personal computer, an Apple II. "I couldn't imagine what I was going to do with all that power and 48K of RAM," he says.

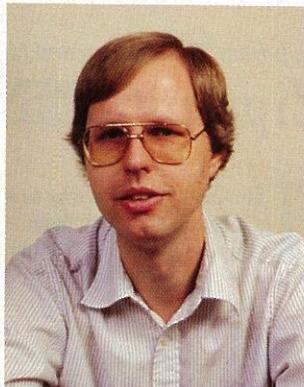
He signed up with both The Source (acquired by CompuServe in 1989) and CompuServe 10 years ago. Today, his home in Kensington, Md., looks a bit like a computer store. He still has the Apple II, and his IBM

PC is helped by an ATT 3B1 (a Unix machine), a NEC8201 notebook and an IBM PS/2 Model 70. Some programs he uses include OS/2, DOS, Windows, Lotus 1-2-3, Excel, MKS Toolkit, GEM and Smalltalk.

Then, as now, says Decker, he was attracted to the forums' capacity as "vehicles to communicate with others who have the same hardware and software." While the motivation of computer users has not changed, Decker says the quality and quantity of information available on the forums has increased tremendously. "A number of users are very knowledgeable and provide excellent assistance," says Decker. "It works both ways. Not everybody knows everything and things are constantly changing."

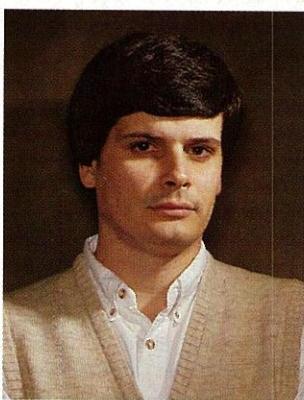
Although Decker started out as a programmer of mainframe computers in the early 1960s, he spent 23 years working for IBM, then launched his own consulting firm, Alvis Enterprises. He spends more time on CompuServe than ever, giving and seeking advice for the many projects he is involved with. "I couldn't do my job half as well without CompuServe," he says. "I deal with many systems and software components, and the ability to find answers to problems, usability techniques and product information is vital. The presence of vendors on CompuServe, such as Hewlett-Packard, IBM, Intel, Hayes, Borland, Adobe and many others, saves me time and helps me provide better support to my clients." Decker also visits the Literary, Space and Issues Forums "just for fun."

Joel Dreyfuss is a New York-based magazine editor and free-lance writer. His CompuServe User ID number is 76004,2336.



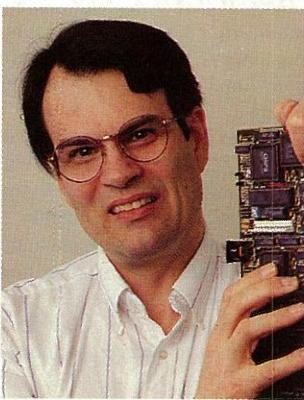
In touch with users: Anderson

CHRIS MORROW



Shares tips, ideas: Martins

LEE MCCLELLAND



Technical adviser: Washburn

PHIL MATT



Long-time member: Decker

STEVE THOMAS

Help from PC Magazine and More

Zipping ZiffNet

by Cathryn Conroy

The most efficient way to master the intricacies of a computer is to tap the knowledge of experienced users. To find expert support, look no further than ZiffNet (GO ZIFFNET), an online resource of forums and databases from Ziff Communications Co., the same company that publishes *PC Magazine*, *PC/Computing*, *PC Week* and *Computer Shopper*.

"ZiffNet offers new members easy access to all of the utilities and shareware mentioned in our PC-based magazines," says Craig Kerwien, Ziff's manager of online services. "In addition, users will find buying information about products reviewed by our editorial staff, plus tips on how to better use their computers."

Perhaps the greatest aspect of this information-packed area is the way it brings members in direct contact with writers and editors of Ziff publications. For example, if you read a review that compares various fax boards and you want to know which one would be best for your computer system configuration, ask the reviewer in one of the ZiffNet forums. In addition to getting technical support, you can discuss industry issues, comment on articles and join conversations about a host of topics.

Check out the free online manual for ZiffNet (GO ZNT:MAG-1) for a quick overview of the system as well as tips and hints on how to find utilities and programs, how to use the forums, reference libraries and more. A similar manual is available as a self-extracting file in the Practice Forum's (GO PRACTICE) Library 1, "Forum Help & Info," file ZNTMAN.EXE.

The Software and Utilities Library (GO ZNT:SOFTLIB) contains shareware and freeware utilities, tutorials, DOS enhancements, file management tools and more, many of which are proprietary programs published in *PC Magazine* and *PC/Computing*. You can search by type of utility, author or other criteria.

Also available in the Software and Utilities Library are "Trophy" selections from Public Brand Software, a top disk vendor of high-quality shareware and freeware. Only PBS' best programs are offered, including a library of improvements over the standard DOS commands and professional menu development tools.

Communicate with Ziff editors and writers in ZiffNet, the online home of *PC Magazine* (GO PCMAGNET), *PC/Computing*'s PC/Contact Forum (GO PCCONTACT), the *PC Week Extra!* Forum (GO PCWEEK) and *Computer Shopper*'s Forum (GO COMPSHOPPER).

Use these forums to improve your computing skills and knowledge through technical support, tips from the productivity editors, discussions of programming issues and more. One special forum is PC MagNet's Utilities and Tips Forum (GO ZNT:UTILFORUM) where you can get technical support for *PC Magazine* utilities and other products.

One of ZiffNet's assets is its Computer Buyer's Resource—Articles, Products, Companies (GO ZNT:BUYERS), which includes the editors' choices and product awards from *PC Magazine*, the buyer's advisor from *PC/Computing* as well as an enhanced product reviews index for the Ziff magazines.

Another source for buying assistance is the *Computer Shopper* Forum, where editors, writers and other users answer specific questions. You also can search Computer Directory (GO COMPDIR) for information on more than 70,000 computer-related products and more than 12,000 manufacturers.

Productivity Tools (GO ZNT:PRODUCTIVITY) directs you to those ZiffNet sources that provide information, a utility or a tutorial you need to solve a problem, answer a question or make a program run more efficiently. Included in this area is the ZiffNet File Finder, a searchable database that prompts you for various search criteria to zero in on the file you need.

Industry News and Reference (GO ZNT-109) offers quick access to the latest news and views of the computer world. In addition to scanning this week's news from *PC Week* or reading Spencer F. Katt's latest musings, you can peruse Newsbytes (GO ZNT:NEWSBYTES), a daily, international online newswire that provides independent computer and telecommunications news. Compiled by a team of 19 reporters based around the world, Newsbytes is published Monday through Friday. Back issues are available in Computer Database Plus (GO COMPDB), a database of more than 150 computer-related publications dating back to 1987.

Ziff Communications offers other resources in Not Just Computers (GO ZNT:ZNT-43): Magazine Database Plus (GO MAGDB) is a searchable database of more than 90 general-interest publications. Health Database Plus (GO HLTDB) has full-text articles on health, nutrition and fitness from general publications and specialized journals. Business Database Plus (GO BUSDB) features articles from more than 450 business and trade publications.

CIM for ZiffNet. Users of ZiffNet, a service of forums and databases from Ziff Communications Co., will soon have a special version of CIM. Watch What's New (GO NEW) for more details.

Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

ZiffNet's Greatest Hits: Recommended Files

Want to get the best of ZiffNet in just a few minutes? Take a look at these recommended files from ZiffNet's Software and Utilities Library (GO ZNT:SOFTLIB) and the Utilities Forum (GO ZNT:UTILFORUM). The library name and number refer to the Utilities Forum. Files can be searched by name in SOFTLIB.

Library 1, "General Info"

PC Magazine Utilities Catalog (ZIPped archive), PCMCAT.ZIP.

PC Magazine Reviews Index, PCM.EXE.

Library 2, "PC Mag Utils."

Laptop Utilities Collection with documentation, LAPTOP.ZIP.

File Management Utilities Collection with documentation, FILMAN.ZIP.

HP LaserJet Utilities Collection with documentation, HPLSJ.T.ZIP.

Windows 3.0 Color Maximizer (ZIPped archive), WINCOLOR.ZIP.

Directory Organizer (ZIPped archive), FILECTRL.ZIP.

File Management/Viewer program, DR.COM.

Directory Tree Branch Trimmer Utility, PRUNE.ARC.

Directory Comparison Utility, version 2.0, DIRMATCH.COM.

Multiple Boot Program (ZIPped archive), MBOOT.ZIP.

Indispensable DOS shell, RN.COM.

Tiny full-size editor, TED.ARC.

Windows icon editor (ZIPped archive), IKE.ZIP.

Library 3, "Lab Notes"

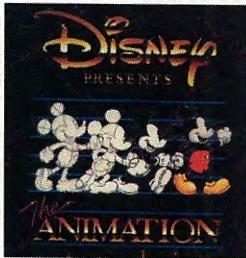
PC Magazine Labs Benchmark Tests, Release 6.0 BEN60.EXE.

PC Magazine Lan Labs LAN Benchmarks, LANBEN.ARC.

PC Labs Windows Benchmark, Release 1.0, WINBEN.COM.

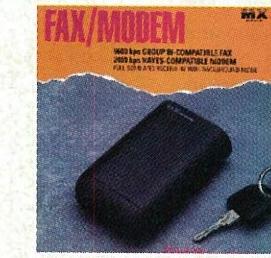
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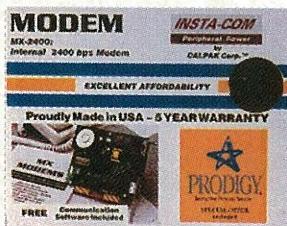
The new MaxxLite is a 9600 bps fax/2400 baud modem with MNP 5 error checking and virus checking. Unique features are Windows support, WYPIWYW support and portability. Fax has command line send and full background send and receive. Unit also has multiple phone directories, broadcast, delayed send and automatic cover letter. Optional software for Macintosh compatibility.....\$249.



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MaxxPedals\$39.



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Internal 2400.....\$69.



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MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
ABACUS SOFTWARE Becker Tools; Virus Secure	Windows 3rd Party C GO WINAPC
ACCESS SOFTEK Dragnet and Prompt! and Take Note	Windows 3rd Party A GO WINAPA
ACCESS TECHNOLOGY 20/20 Spreadsheet; Vivid; ForComment; ForWords	Access Technology GO ACCESS
ADVANCED GRAVIS Analog Joystick	PC Vendor B GO PCVENB
ADobe SYSTEMS INC. Adobe Typeface Library; Adobe Illustrator; Adobe Type Manager; PhotoShop	Adobe GO ADOBE
ALDUS CORP. PageMaker; PageMaker Silicon Beach; Preprint Persuasion; Freehand	Aldus GO ALDUS
ARTISOFT LANtastic	PC Vendor D GO PCVEND
ASHTON-TATE CORP. dBase series; Framework; MultiMate Advantage II; Map Master; Diagram Master; Sign Master; Chart Master; Draw Applause	Ashton-Tate GO ASH
ASYMETRIX Tool Book	Windows 3rd Party A GO WINAPA
AUTODESK INC. AutoCAD; AutoShade; Animator; Animator Pro; 3D Studio	Autodesk AutoCAD GO ACAD
BANYAN SYSTEMS INC. VINES®	Banyan GO BANFORUM
BASIS INTERNATIONAL BBxProgression	Basis International GO BASIS
BLYTH SOFTWARE OMNIS	Blyth Software GO BLYTH
BELL ATLANTIC ThinX	Windows 3rd Party C GO WINAPC
BERKELEY SYSTEMS After Dark for Windows	Windows 3rd Party C GO WINAPC

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
BORLAND INTERNATIONAL Turbo Pascal; Turbo Basic; Turbo Pascal for Windows	Borland Programming A GO BPROGA
Turbo C++; Turbo C; Turbo Debugger & Tools; Paradox Engine; Turbo Prolog	Borland Programming B GO BPROGB
Quattro; Quattro Pro; Sprint; SideKick Plus; SideKick; Superkey; Turbo Lightning; ObjectVision	Borland Applications GO BORAPP
Paradox; Reflex	Borland Database Products GO BORDB
BRIGHTBILL-ROBERTS HyperPad; Show Partner; Show Partner F/X; HyperHost; PC Partner; PC Video Clips	PC Vendor C GO PCVENC
BRIGHTWORK DEVELOPMENT Sitelock; PS-Print; NetRemote; LAN Support Center; LAN Automatic Inventory	PC Vendor D GO PCVEND
BROADVIEW COMMUNICATION PibTerm EZ; PibTerm LAN; PibTerm Professional	PC Vendor A GO PCVENA
BRÖDERBUND SOFTWARE INC. The New Print Shop; The NPS Graphics Library Editions; Carmen Sandiego series; Wolf Pack; The Playroom; Bannermania	PC Vendor A GO PCVENA
BUTTONWARE INC. PC-File+; PC-Calc+; PC-Type II; Baker's Dozen; PC-Tickle; PC-Stylist; PC-Dial,	PC Vendor A Forum GO PCVENA
CADKEY INC. CADKEY versions	CADKEY GO CADKEY
CAMPBELL SERVICES On Time for Windows	Windows 3rd Party C GO WINAPC
CASEWORKS CASE:W	Windows 3rd Party B GO WINAPB
CENTRAL POINT SOFTWARE PC Tools; CP Backup; Commute; CPS Anti-Virus	Central Point GO CENTRAL
CHIPSOFT INC. TurboTax series; ChipLink Electronic Filing series; Fixed Asset Manager; Payroll Toolbox	PC Vendor B GO PCVENB
COMPUTER PRESENTATIONS INC. ColorLab; ImagePrep	Windows 3rd Party B GO WINAPB
COREL SYSTEMS CORP. Corel Draw!	Windows 3rd Party B GO WINAPB
CROSSTALK COMMUNICATIONS Crosstalk XVI; Crosstalk XVI Network Version; Crosstalk Mk. 4; Remote2; Transporter	Crosstalk GO XTALK
CSI TELEMATE	PC Vendor D GO PCVEND
CTRLALT ASSOCIATES Stackey; Batutil; CTRLALT	PC Vendor A GO PCVENA

DOS SPECIAL INSERT

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND	MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
CUSTOM TECHNOLOGIES Checkmate Series; Magic Menus	PC Vendor A GO PCVENA	HDC COMPUTER CORP. Windows Express; File Apps; First Apps; Icon Designer; Program Launch	Windows 3rd Party A GO WINAPA
DA VINCI SYSTEMS eMAIL	Windows 3rd Party A GO WINAPA	HI-Q INTERNATIONAL Mission Control	Windows 3rd Party A GO WINAPA
DACEASY Accounting; Payroll; Network Accounting; Network Payroll; Light; Lucid 3-D	PC Vendor B GO PCVENB	HOOPER INTERNATIONAL Takin' Care of Business; Cheque-It-Out	PC Vendor C GO PCVENC
DATA ACCESS CORP. DataFlex; OfficeWorks	Data Access GO DACCESS	HYPERKINETIX INC. BUILDER; DeltaFile; DemoIT!; Warplink	PC Vendor D GO PCVEND
DATASTORM TECHNOLOGIES INC. ProComm; ProComm Plus; Hotwire	Datastorm GO DATASTORM	IBM CORP. CAD Division	PC Vendor C GO PCVENC
DELRINA TECHNOLOGIES PerformPRO; WinFAX	Windows 3rd Party B GO WINAPB	IBM DESKTOP SOFTWARE Current; DisplayWrite; Hollywood Storyboard	IBM Desktop GO IBMDESK
DIGITAL RESEARCH INC. GEM; DRDOS; CDOS; FlexOS	Digital Research GO DRFORUM	IBM OS/2 OS/2	IBM OS/2 Forum GO IBMOS2
DIGITALINK INC. Smarttalk/V; V286; VPM	Digitalink GO DIGITALK	ICOM SIMULATIONS Intermission; On Cue II	Windows 3rd Party A GO WINAPA
ECHELON DEVELOPMENT Window Craft	Windows 3rd Party B GO WINAPB	INFORMATION RESOURCES INC. EXPRESS; pcEXPRESS; Javelin	Javelin/Express GO IRIFORUM
ENABLE SOFTWARE Enable/0A; Enable/BP; Enable/CE	PC Vendor A GO PCVENA	INNOVATIVE DATA CONCEPTS TesSeRact; The SWAP Utilities; TesSeRact RAM Resident Development System; SWAP-DOS	PC Vendor C GO PCVENC
FIFTH GENERATION SYSTEMS Fastback Plus; The Logical Connection; The Brooklyn Bridge; Paul Mace Utilities	Zenith GO ZENITH	J.P. SOFTWARE 4DOS	PC Vendor B GO PCVENB
FORESIGHT CORP. Drafix Windows CAD; Drafix CAD Ultra; Otto; Drafix CAD Overlay	PC Vendor A GO PCVENA	KIDASA SOFTWARE Milestones, Etc.	Windows 3rd Party B GO WINAPB
FOX SOFTWARE INC. FoxPro; FoxBase+/Mac; FoxBase+; FoxGraph	Fox Software GO FOXFORUM	KNOWLEDGE GARDEN INC. KnowledgePro	Windows 3rd Party B GO WINAPB
FUTURE SOFT ENGINEERING DynaComm	Windows 3rd Party A GO WINAPA	KORENTHAL ASSOCIATES 4Print; Babble; Tapmark; TAPLEX	PC Vendor B GO PCVENB
GAMMALINK GammaFax; GammaMail	PC Vendor D GO PCVEND	LEGAL KNOWLEDGE SYSTEMS TaxCut	PC Vendor C GO PCVENC
GENERIC SOFTWARE INC. Generic CADD; AutoSketch; HOME	Generic Software GO GENERIC	LOGITECH Finesse ScanPlan; CatchWord; Mice	Logitech GO LOGITECH
GEOGRAPHIX WellBase; LogAN; IsoMap; SeisMap	Windows 3rd Party A GO WINAPA	LOTUS DEVELOPMENT CORP. Lotus 1-2-3; Symphony; HAL	LDC Spreadsheet GO LOTUSA
GREAT AMERICAN SOFTWARE One-Write Plus	PC Vendor B GO PCVENB	Lotus Agenda; Freelance Plus; Graphwriter; Magellan; LotusWorks	LDC Words & Pixels GO LOTUSB
GO CORP. PenPoint	PC Vendor D GO PCVEND	Ami; Ami Pro; Manuscript; Word4; SmarText	LDC Word Processing GO LOTUSWP
HAYES MICROCOMPUTER Smartcom	Hayes GO HAYES	MACOLA Accounting Software; Packages	PC Vendor C GO PCVENC

DOS SPECIAL INSERT

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND	MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
MAGEE ENTERPRISES INC. Automenu; Treeview; Screen Manager Professional	PC Vendor A GO PCVENA	MULTISOFT PC-Kwik Power Pak; Super PC-Kwik Disk Accelerator; PC-Kwik Power Disk	PC Vendor A GO PCVENA
MAGMA SYSTEMS MEWEL Window Library; ME Text Editor	PC Vendor D GO PCVEND	MUSTANG SOFTWARE WILDCAT!; MortPlan; BrainStorm; PRTLABEL; PRO! series	PC Vendor A GO PCVENA
MANSFIELD SOFTWARE KEDIT; Personal REXX	PC Vendor A GO PCVENA	NANTUCKET CORP. Clipper	Nantucket Reference Center and Forum GO NANTUCKET
MATESYS Object Script; Object View; Simple Win	Windows 3rd Party C GO WINAPC	NBI INC. Legacy	Windows 3rd Party B GO WINAPB
MCAE Inertia	Windows 3rd Party A GO WINAPA	NETFRAME SYSTEMS Network Server Systems	PC Vendor C GO PCVENC
MECA VENTURES INC. Andrew Tobias' Managing Your Money	IBM Applications GO IBMAPP	NOVELL INC. NetWare	Novell NetWire GO NOVELL
META SOFTWARE MetaDesign; Design/OA; Design IDEF	Windows 3rd Party A GO WINAPA	OWL INTERNATIONAL Guide	Windows 3rd Party B GO WINAPB
METZ SOFTWARE File Manager F/X; Metz Shareware	Windows 3rd Party C GO WINAPC	PARSONS TECHNOLOGY MoneyCounts; QuickVerse	PC Vendor C GO PCVENC
MICROGRAFX Designer; Charisma; XPort; Draw Plus, Picture Publisher	Windows 3rd Party A GO WINAPA	PDC PROLOG PDC Prolog Compiler (DOS & OS/2); PDC Prolog Toolbox; PDC Prolog Professional User's Guide	PC Vendor B GO PCVENB
MICROSOFT CORP.	Microsoft Connection GO MICROSOFT	PERSONICS CORP. Ultravision; Monarch; Macro Editor/Debugger; @BASE; Look & Link; See More; Instant Analyst; Smart Notes	PC Vendor B GO PCVENB
Microsoft Knowledge Base	GO MKB	PKWARE INC. PKZIP; PKUNZIP; PKMenu; StupenDOS	PC Vendor C GO PCVENC
Microsoft Excel	Microsoft Excel GO MSEXCEL	PLAYROOM SOFTWARE Button Maker; Make Over; OSFrame	Windows 3rd Party A GO WINAPA
Microsoft Word; Works; Project; Powerpoint; Paintbrush and more	Microsoft Applications GO MSAPP	POLARIS SOFTWARE PackRat	Windows 3rd Party A GO WINAPA
Microsoft BASIC; Quick BASIC; Visual BASIC	Microsoft BASIC GO MSBASIC	PRECISION SOFTWARE Superbase 4; Logistik	Windows 3rd Party A GO WINAPA
Microsoft C; QuickC; Assembler; MASM	Microsoft Language GO MSSYS	PRIMAVERA SYSTEMS INC. Primavera Project Planner (P3); PrimaVision; Finest Hour; Expedition; Parade	PC Vendor B GO PCVENB
MS-DOS 5.0	MS-DOS 5.0 GO MSDOS	PRO-C CORP. Pro-C	PC Vendor B GO PCVENB
MS-DOS; OS/2; Presentation Manager	Microsoft Operation Systems & Development GO MSOPSYS	PROGRESSIVE SOLUTIONS INC. Back and Forth; Menu Commando II; File Commando II	Zenith GO ZENITH
Microsoft LAN Manager; SQL Server	Microsoft Lan/SQL Forum GO MSNET	PUBLISHING TECHNOLOGIES File Organizer; MultiTack; Batchworks; Text Edit	Windows 3rd Party A GO WINAPA
Microsoft Windows 3.0	Microsoft New and Advanced Users Forums GO WINNEW GO WINADV	QUALITAS 386MAX; BlueMAX; MOVE'EM	PC Vendor A GO PCVENA

DOS SPECIAL INSERT

MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND	MANUFACTURER AND SOFTWARE	FORUM AND GO COMMAND
QUARTERDECK OFFICE SYSTEMS DESQview 386; QEMM-386; QRAM; Manifest; DESQview; QEMM 50/60; DESQview API Libraries	PC Vendor B GO PCVENB	VENTURA SOFTWARE INC. Ventura; Forum Base; Ventura DataBase Publisher	Ventura GO VENTURA
QUICKSOFT PC-Write; PC-Write Lite; PC-Browse	PC Vendor B GO PCVENB	VERICOMP SoftBytes; Memory Master; Password!	PC Vendor C GO PCVENC
REVELATION TECHNOLOGIES Advanced Revelation	Revelation Technology GO REVELATION	WHITEWATER GROUP Actor; WinTrieve; ObjectGraphics; Actor Professional; Whitewater Res Tool	Windows 3rd Party B GO WINAPB
ROYKORE SOFTWARE OPUS I; ABC Flowcharter and ORGcharter	Windows 3rd Party A GO WINAPA	WILSON WINDOWWARE Command Post; Browser; Win Batch; Win Check; Win Edit	Windows 3rd Party A GO WINAPA
RUPP CORP. Fast Lynx	PC Vendor C GO PCVENC	WITHIN TECHNOLOGIES Realizer	Windows 3rd Party C GO WINAPC
SOFTBRIDGE Bridge Tool Kit; Bridge Batch; Auto Test Facility	Windows 3rd Party B GO WINAPB	WOLFRAM RESEARCH Mathematica	Wolfram Research GO WOLFRAM
SOFTCRAFT Soft Fonts	Windows 3rd Party B GO WINAPB	WORDPERFECT CORP. WordPerfect series; DataPerfect; PlanPerfect; Repeat Performance	WordPerfect Support Group GO WPSG
SOFTKLONE DISTRIBUTION CORP. Mirror III; PRISM	Zenith GO ZENITH	WORDSTAR WordStar; Legacy; American Heritage Dictionary	WordStar GO WORDSTAR
SOFTVIEW MacInTax; TaxView Pro	Windows 3rd Party B GO WINAPB	WORDTECH SYSTEMS dEXL; QuickSilver	PC Vendor C GO PCVENC
SOFTWARE PUBLISHING CORP. Harvard Project Manager 3; Harvard Graphics; Office Writer	Software Publishing GO SPC	WUGNET WUGNET Journal	Windows 3rd Party B GO WINAPB
SPECTRA PUBLISHING PowerBASIC	PC Vendor B GO PCVENB	ZENOGRAPHICS Super Print; Pixie; Import	Windows 3rd Party B GO WINAPB
SITKA (TOPS) Network Bundle for DOS 3.0; FlashCard; FlashCard MicroChannel	PC Vendor A GO PCVENA	ZSOFT CORP. PC Paintbrush+; Publishers Paintbrush; Publishers Type Foundry and SoftType	Windows 3rd Party B GO WINAPB
THE STIRLING GROUP Dbx SHIELD; Demo SHIELD; Install SHIELD; Log SHIELD; Mem SHIELD; Tbx SHIELD	Windows 3rd Party C GO WINAPC		
SYMANTEC CORP. Q&A; TimeLine; GrandView Note-it Plus; ThinkTank; SQZ! Plus; Norton Utilities; Commander; Back-up; Editor; Vivid	Symantec GO SYMANTEC GO NORUTL GO SYMFORUMS		
TAPCIS CompuServe Access Program	TAPCIS GO TAPCIS		
TECH III Wing-It!; Who You Know; Code Rider; Foxy Faxer; Scan-A-Lyzer!; The Compressor	PC Vendor D GO PCVEND		
TIMESLIPS Timeslips III; Time\$heet Professional	PC Vendor D GO PCVEND		
TURBOPOWER SOFTWARE Object professional; B-Tree Filer; Turbo Analyst; Turbo Professional	PC Vendor B GO PCVENB		

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Diamonds are still a girl's best friend. This year, surprise the lucky lady with a classic diamond solitaire pendant and classic diamond stud earrings.

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\$399, 1/4-karat solitaire pendant
\$299, 1/4-karat stud earrings

Levi's 501 Jeans

The original button-fly red-tab jean. 100% cotton-preshrunk, heavyweight denim, five-pocket, rivet construction. Buy your normal size. Colors include prewashed indigo, black, New Age stonewashed and bleached.

From Americana Clothing. GO AC
\$26, indigo and black
\$30, New Age stonewashed and bleached

JCPenney gift certificates for one and all

For a gift that's guaranteed to fit, give a JCPenney gift certificate. Available in denominations of \$5, \$10, \$25, \$50 and \$100, the certificates are redeemable for any merchandise in a JCPenney catalog or retail store. Send the certificates directly to the recipient or to yourself. Allow five to seven working days for delivery.

From JCPenney. GO JCP



Indulge someone with satiny silk ▶ European paisley scarf.

This elegant pure-silk satin scarf was adapted from a 19th-century porcelain plate in the Museum's Decorative Arts collection. Rolled hems. 35 inches square with folded hem. A great gift for great aunts and grandmothers.

From Museum of Fine Arts, Boston. GO FA
\$45
\$40.50, Museum member's price

Type 99 after any merchant's GO command
and zip to a list of their pictured products.

Card cases with clout. ▶

For business associates on your list, these personalized card cases make great token gifts. Each case holds a dozen business cards. Initials or a full name can be engraved in the lower right corner. Choose from three engraving styles: century, old English or script. Price includes six-letters free engraving.

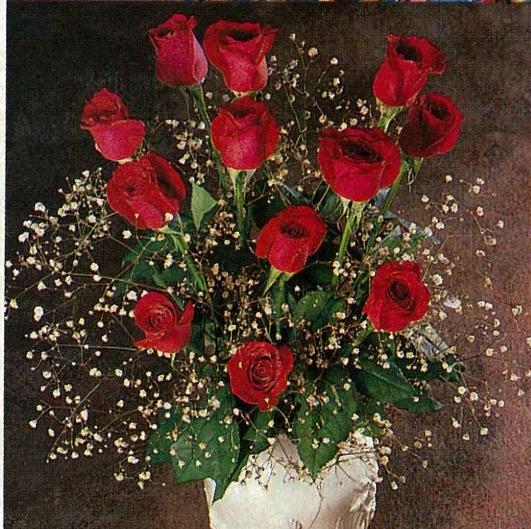
From Executive Stamper. GO EX
\$9.95, satin brass
\$12.95, sleek black



Nothing says it like roses. ▶

Send holiday greetings with an elegant red rose bouquet, featuring a dozen of the finest, Colorado-grown roses and an elegant, pearl-ivory colored collector's vase, embossed with flowers and trimmed at the base with 22-karat gold. A surefire sentimental offering.

From Flower Stop. GO FS
\$89.95, includes
Federal Express delivery



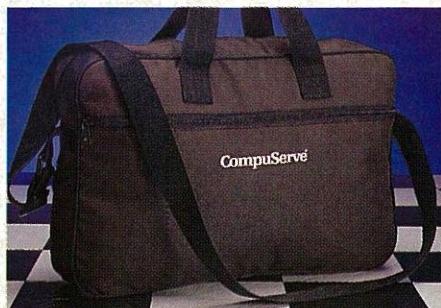
GREAT GIFTS



Classic sport coats from John Weitz for the shorter man.

There's no need for short men to be short-changed on fashion! Short Sizes offers a selection of sport coats from John Weitz designed and proportioned exclusively for shorter gentlemen under 5'8". Featuring luxurious fabrics from around the world, these jackets are available in short, extra short, portly short and portly extra short sizes.

From Short Sizes. GO SS
\$285, 100% camel hair sport coat
\$195, 100% shetland wool sport coat
\$180, the classic country club blazer



Take it with you with the CompuServe briefcase.

This soft-sided, black, canvas briefcase features a zippered outer pocket and inner document pocket that closes with a Velcro tab. Imprinted with the official CompuServe logo, it's perfect for packing important papers, books or even a laptop.

From CompuServe Store. GO ORDER
\$13.95



Correct change all the time

Here's a great gift for your favorite commuter. He or she will always have correct change with this handy, car coin dispenser. Features slots for nickels, dimes and quarters. There's a place for tokens, bills and receipts, too.

From Court Pharmacy. GO RX
\$16

Type 99 after any merchant's GO command and zip to a list of their pictured products.

Give time online with a CompuServe gift certificate.

Who says you can't buy time? This year give your family and friends time online with a **\$25** CompuServe gift certificate. While you're at it, why not reward yourself for shopping smart by ordering yourself one, too?

From CompuServe Store. GO ORDER
\$17.50

Classic diaries from Brooks Brothers.

Dad will remember you all year long with these classic diaries from Brooks Brothers. The 1992 Desk Diary opens flat to reveal the entire week at a glance. Constructed of a navy blue bonded leather cover with spiral-bound vellum pages, the diary includes special sections with statistics, maps and business information.

The 1992 Pocket Diary is made of bonded navy leather with gold-leaf edged pages and includes a memo pad with four refills. Gold stamp initialing is available on both diaries for an extra charge. Watch for Brooks Brothers' annual post-holiday sale, coming in January.

From Brooks Brothers. GO BR
\$30, 1992 Desk Diary
\$20, 1992 Pocket Diary
 Add \$5 for monogramming.

A classic CD rack for CD collectors.

The perfect gift for CD addicts! Tree Dimensions solid oak CD racks hold either 250 or 500 CDs. Easy to assemble. A sound selection for the teens on your list.

From Sounds & Video Online. GO SO
\$179, 500 CD rack
\$89.95, 250 CD rack



Computer Express stocks stocking stuffers.

Computer Express has a great selection of stocking stuffers at low, discount prices. Over a dozen items are featured online.

From Computer Express. GO CE
\$7.96, drive cleaning kit, 3.5-inch or 5.25-inch
\$9.99, Trim-right paper trimmer
\$6.99, keyboard calculator
\$9.99, mouse cleaning kit
\$19.99, 11-piece toolkit

Save almost 50% on Serengeti Drivers and Ray-Ban Wayfarers.

The most versatile, all-purpose sunglass lens available, Corning's Serengeti offers an array of styles in metal, plastic or graphite frames. Save 46% on 11 models. Or select from a dozen Ray-Ban styles, including the popular Wayfarers, now available in tortise or ebony at 40% or more off. Receive a \$5 Christmas rebate on all Ray-Bans, too!

From Sunglasses, Shavers & More. GO SN

\$64.25

large LSerengeti Aviator (list price \$119)

\$36.50 with rebate, Ray-Ban Wayfarer (list price \$76.80)



Get up and go with Nintendo Game Boy.

Nintendo's exciting hand-held entertainment system goes whereever you go! Game Boy has a dot-matrix screen with four AA batteries, headphones for digital stereo sound and Tetris game cartridge. Hours of portable pleasure await you.

From Sears. GO SEARS

\$89.95



Save over \$10 on ST-1100 automatic chromatic tuner.

Sabine's ST-automatic chromatic tuner recalibrates to any pitch to match any instrument with the touch of a button! Fully automatic for hands-free operation, the ST-1100 offers a full seven-octave range and has the unique ability to reject exterior noise. Other features include easy-to-read LED display, a built-in microphone for acoustic tuning, jacks for in-line tuning and clips for mounting to a music stand.

From Discount Music Supply. GO DMS

\$59.95, list price

\$49.25 includes two-year warranty.

Deals on diskettes from Direct Micro.

Purchase any of Direct Micro's new accessory items online and qualify to order up to 20 disks at rock-bottom prices. Choose from these exciting accessories, including disk calculators, drink coasters, mouse mats and more! Complete promotion details online!

From Direct Micro. GO DM

Diskette prices for qualifying shoppers:

12 cents each 5.25-inch DS/DD

37 cents, each 5.25-inch DS/HD

34 cents, each 3.5-inch DS/DD

69 cents, each 3.5-inch DS/HD



Save \$300 on a Sharp camcorder.

Taking home movies has never been simpler! This full-size VHS camcorder gives you 8x variable speed zoom, "cat's eye" 1-lux sensitivity to capture the subtle beauty of low-light scenes and auto-iris focus to adapt to complex lighting situations. Fully automatic for fool-proof operation, it also features electronic shutter speed (up to 1/10,000th of a second), flying erase head for smooth scene transitions, self-timers, auto date/time function, fade-in/fade-out, audio dubbing and picture-insert functions. Model VLL10U. Ordering is for Shoppers Advantage Club Members only. Not a member? You can sign up online today!

From Shoppers Advantage Club. GO SAC

\$999, list price

\$699 low club price



GO SAC99

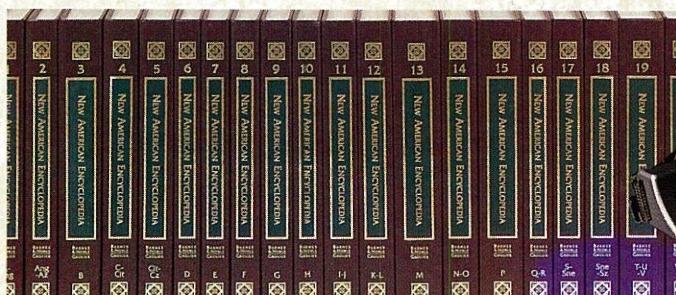
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THE ELECTRONIC MALL DIRECTORY

The Electronic Mall Directory is designed to assist you with information about each of our merchants. All entries contain three lines as follows:

Merchant Name [GO Command]

Description of products/services
Billing options Countries served

An example entry would look like this:

ABC NOVELTY STORE [ABC]

Books, knick-knacks, collectibles.
VI/MC/AM/CSH US/CD/JP/OT

You may visit the ABC NOVELTY STORE by using the quick reference word (GO ABC) at any CompuServe Information Service ! prompt.

Billing options codes indicate the methods of payment the merchant accepts as follows:

VI - VISA
MC - MasterCard
AM - American Express
DI - Diners Club
DIS - Discover Card

SC - Merchant's own store card
COD - COD
CSH - Cash, check, money order
DB - Direct bill
NA - No billing applies
(Advertiser only)

Country codes indicate the countries the merchant is able to ship to as follows:

US - United States
CD - Canada

JP - Japan
OT - Other international countries

Catalog options for merchants offering catalogs are indicated by the following codes.

■ Offers free print catalog.
* Denotes electronic order form for use with print catalog.

- Credits cost of print catalog toward purchase.
- † Denotes new merchant.

A

ATT&T TOLL-FREE 800 DIRECTORY [ATT]

Thousands of phone numbers.
VI/MC US

AIR FRANCE [AF]

Information on tours, sights and scenes.
VI/MC US/CD

AFFORDABLE (50%-off)

SOFTWARE [AS] †
VI/MC/AM/DIS US/CD

ALAMO RENT A CAR [AL]

Information on rates, benefits, locations.
NA US/OT

AMERICAN EXPRESS [AE]

Travelers cheques and gift cheques.
AM US/CD/JP/OT

AMERICANA CLOTHING [AC]

Levi jeans and casual wear, Docker slacks.
VI/MC/AM/CSH US/CD/JP/OT

APPAREL CONCEPTS FOR MEN [AP]

Distinctive fashions for men.
MC/VI US

AUTOMOBILE INFORMATION CENTER [AI]

Wholesale/retail prices from 1978.
VI/MC US/CD

AUTOQUOT-R [AQ]

Vehicle price quotation service.
VI/MC/AM US

B

BARNES & NOBLE [BN]

Discount books, videos, CDs and gifts.
VI/MC/AM/DI/CSH US/CD/JP/OT

BERKSHIRE RECORD OUTLET [RO]

An international array of classical music at a discount.
VI/MC US/CD/JP/OT

BOAT XPRESS [BX]

Nationwide boat merchandizing program.
VI/MC US

BOSE EXPRESS MUSIC [BEM] *

More than 5,000 new and classic compact discs.
VI/MC/AM/CSH US/CA/JP/OT

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VI/MC US/CD/JP/OT

BOYD'S OFFICE SUPPLIES [BO]

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VI/MC US/CD

BRETON HARBOR BASKET CO. [BH]

Gift baskets, gourmet foods, bath and skin-care products.
VI/MC US/CD/JP/OT

BRODERBUND SOFTWARE [BB]

Computer software/games.
VI/MC US

BROOKS BROTHERS [BR]

Fine men's and ladies' apparel and accessories.
VI/MC/AM/CD/SC US/CD/JP/OT

BUICK MAGAZINE [BU]

Free car information software.
NA NA

C

THE CATALOG STORE [CA] †

NA US

THE CD CLUB [CD]

Compact disc ordering club.
DB US

CHECKFREE CORP. [CF]

Electronic banking and bill payment service.
VI/MC/AM US

CHEF'S CATALOG, THE [CC]

Gourmet cookware and kitchen accessories.
VI/MC/AM/DIS US

COFFEE ANYONE ???™ [COF]

Original computer coffeehouse, gifts.
VI/MC/AM US/CD/JP/OT

COMPSERVE STORE [ORDER]

Merchandise, literature and software.

COMPUTER EXPRESS [CE]

PC software, hardware, accessories.
VI/MC US/CD/JP/OT

COMPUTER SHOPPER [CS]

Computer product bargains and information magazine.
VI/MC/DB US/CD

THE COMPUTER STORE [TCS] †● *

Hardware, software and peripherals for IBM and MS-DOS systems.
VI/MC/AM/DIS US

CONTACT LENS SUPPLY [CL]

Fast delivery of replacement lenses and more.
VI/MC/CSH US

COURT PHARMACY, THE [RX]

Full-service pharmacy and gift shop.
VI/MC/AM/DI/DIS/COD US/CD/JP/OT

CREATE-A-BOOK [CK]

Fun books that make your child a star.
VI/MC/AM US/CD/JP/OT

D

DALCO COMPUTER ELECTRONICS [DA] † ■ *

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DATA BASED ADVISOR [DB]

Database assistance.
VI/MC US/CD/OT

DIRECT MICRO [DM]

Discount computer disks and supplies.
VI/MC/DIS/COD US/CD

DISCOUNT MUSIC SUPPLY [DMS] ■ *

Guitar effects and accessories.
VI/MC/COD US/CD/JP/OT

DOW JONES & CO. [DJ]

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VI/MC/AM US/CD

DREYFUS CORP. [DR]

Mutual funds and investment information.
VI US

E

EXECUTIVE STAMPER [EX] ■ *

Rubber stamps, engraved gifts.
VI/MC/AM/DI/DIS US/CD/JP/OT

F

FIGI'S [FGI] † ■ *

VI/MC/AM/DIS US

FLORIDA FRUIT SHIPPERS [FFS]

Oranges, grapefruit and tropical fruits.
VI/MC/AM/DIS US/CD/OT

FLOWER STOP [FS]

Flower and gift delivery service.
VI/MC/AM/DI/DIS US

FORD ELECTRONIC SHOWROOM [FORD]

Ford cars and trucks.
NA US/CD

FORD MOTOR CO. [FMC]

Software, videos, accessories
VI/MC US/CD

G

GARRETT WADE WOODWORKING TOOLS & SUPPLIES [GW] ■ *

Woodworking tools and supplies for the hobbyist or professional.
VI/MC/DIS/AM/CSH US/CD/JP/OT

GIMMEE JIMMY'S COOKIES [GIM]

Gourmet cookies, custom orders.
VI/MC/AM/DIS US/CD/JP/OT

A GUIDE TO INCORPORATING [INC]

Nationwide incorporating service.
NA US

H

H&R BLOCK [HRB]

The income tax people.
NA US

HAMMACHER SCHLEMMER [HS]

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VI/MC/AM/DI US/CD/JP/OT

HAWAII GENERAL STORE [HI]

Gifts from the 50th state.
VI/CMC US

HEATH COMPANY, THE [HTH]

Home security and automation.
VI/MC/AM/SC US/CD

HOME TECH DEPOT [HT]

Computer hardware, software and accessories.
VI/MC/COD US/CD/JP/OT

J

JCPENNEY [JCP] ● *

Apparel, furnishings, electronics.
VI/MC/AM/SC US

K

K & B CAMERA [KB] †

Complete line of photographic products.
VI/MC/AM/DI US/CD/JP/OT

L

LAPTOPS INFINITY [LI] *

Laptop computers and accessories.
VI/MC/AM/CSH US/CD/JP/OT

LASER'S EDGE, THE [LE]

Your one-stop laser video store.
VI/MC/DIS US/CD/JP/OT

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Continental, Town Car and Mark VII.
NA US/CD

M

MACUSER [MC]

Save 58 percent and receive free gift.
VI/MC/DB US/CD

MACWAREHOUSE [MW] ■ *

Macintosh hardware, software and equipment.
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MARYMAC INDUSTRIES [MM]

Official Radio Shack dealer.
VI/MC/AM/DIS/CSH US/CD/JP

MAX ULE DISCOUNT BROKERAGE [TKR]

Brokerage and financial information retrieval.
CSH US/JP/OT

MCGRAW-HILL BOOK CO. [MH] ■ *

Business, finance and computer books.
VI/MC US/CD/JP

MENTOR TECHNOLOGIES [MN]

Authorized CompuServe training.
VI/MC US

MERCURY ELECTRONIC SHOWROOM [LM] ■ *

Cougar, Sable, Tracer, etc....
NA US/CD

MICROWAREHOUSE [MCW] ■ *

Hardware, software and equipment for PCs.
VI/MC/COD US/CD/JP/OT

MISSION CONTROL SOFTWARE [MCS] †

Software and accessories for the IBM, Amiga and Commodore 64.
VI/MC/CSH US/CD/JP/OT

MONEY'S FINANCIAL MARKET [MFM]

Personal finance tools from Money.
VI/MC/AM US

MULTIPLE ZONES [MZ] † ■ *

PC and Macintosh equipment.
VI/MC/AM/DIS US/CD/JP/OT

MUSEUM OF FINE ARTS, BOSTON [FA] ■ *

Gifts and classic reproductions.
VI/MC/AM US/CD/JP/OT

MUSIC ALLEY ONLINE [MAO]

Mixers, synthesizers, keyboards, etc.
VI/MC/COD US/CD

N

NARADA PRODUCTIONS [NP] ■ *

Cassettes and compact discs.
VI/MC US

NEBS [NEBS] †

Computer forms, software and business products.
US/CD/JP/OT

NEWSNET [NN]

Specialized business news database service.
NA US/CD

O

OFFICIAL AIRLINE GUIDES [OA] ■ *

Information on online services; air and hotel guides.
VI/MC US/CD

THE ORCHID SOURCE [OC]

Exotic flowering plants.
VI/MC US

P

- PC PUBLICATIONS [PCB]** Subscriptions to PC TODAY and PC NOVICE Magazines. N/A US
- PARSONS TECHNOLOGY [PA]** Financial and productivity software. VI/MC/AM/DIS US
- PAUL FREDRICK SHIRTS CO. [PFS]** Classic shirts from the tailor to you. VI/MC/AM/DI US
- PC CATALOG [PCA]** PC classifieds listings. NA NA
- PC/COMPUTING [PCC]** Save 58 percent and receive free gift. VI/MC/DB US/CD
- PC MAGAZINE [PM]** Save 54 percent and receive free gift. VI/MC/DB US/CD
- PC SOURCES [PC]** Save 45 percent and receive free gift. VI/MC/DB US/CD
- PENNY WISE OFFICE PRODUCTS [PW]** Full range of brand-name office products. VI/MC/AM/COD/DB/CSH US
- PEPPERIDGE FARM [PF]** Gourmet cookies, candies, gifts, etc. VI/MC/AM/DI/DIS US
- PETERSON'S CONNEXION [PX]** Online biographical profile. NA US

PETWORKS [PT]

Professional pet supplies. VI/MC/AM/DIS/CSH US/CD/JP/OT

PRICE MOTOR CARS [PRC]

Auto accessories and gifts of distinction. VI/MC/AM/DIS US/CD/JP

THE PROGRAMMER'S SHOP [PS]

● * ■

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PUBLISHERS CLEARING HOUSE [PUB]

Magazine subscriptions at low prices. VI/MC US

PUSH PEDAL PULL FITNESS [PPP]

● * ■

Professional home exercise equipment. VI/MC/AM US/CD/JP/OT

R**RENT MOTHER NATURE [RM]**

● * ■ Nature's gifts, leasing programs, etc. VI/MC/AM US/OT

THE RODEO MILE [ROD]

† ■ * VI/MC/AM US

S**SAFEWARE COMPUTER INSURANCE [SAF]**

High-tech equipment insurance. VI/MC US/CD/JP/OT

SEARS [SEARS] ■ * ●

Electronics, home-office supplies, Nintendo and videos. DIS/SC/CSH US

SHARON LUGGAGE AND GIFTS [SL]

Luggage, travel accessories and gifts. VI/MC/AM/CSH US/CD/JP/OT

SHOPPERS ADVANTAGE CLUB [SAC]

Discount shopping club. VI/MC US

SHORT SIZES INC. [SS] ■ *

Apparel for the shorter man. VI/MC/DIS US/CD/JP/OT

SIERRA ONLINE [SI] ■ *

Software games and more. VI/MC/AM/DIS US/CD/JP/OT

SOFTDISK PUBLISHING [SD] †

Software subscriptions at low prices. VI/MC/AM US/CD/JP/OT

SOFTWARE DISOUNTERS INTERNATIONAL [SDI]

Software for a wide range of computers. VI/MC US/CD/JP/OT

SOUNDS & VIDEO ONLINE [SO] ■ *

Music on CD and cassette. VI/MC/AM/DIS US/CD/JP/OT

SUNGGLASSES, SHAVERS & MORE [SM]

Famous-name sunglasses, shavers, clocks and pens. VI/MC US/CD/JP/OT

T**TALL TAILS [TT]**

Supplies and gifts for your pet. VI/MC/COD US/CD/JP/OT

TRW CREDENTIALS [CRE]

Know the details of your credit status. VI/MC/AM US

TSR GAMES SHOPPE [TSR] ■ *

Adventure, fantasy games and accessories. VI/MC US/CD/JP/OT

U**UNICEF [UC]** † ■ *

MC/VI/CSH

V**VITALSTATS [VS]** †

Get the details of your driving record online. VI/MC/AM US

W**WALDEN COMPUTER BOOKS [WB]**

Computer books and accessories. VI/MC/AM US/CD/JP/OT

WALTER KNOLL FLORIST [WK]

Plants, flowers and gifts via FTD. VI/MC/AM/DI/DIS/DB US/CD/JP/OT

Y**YES! BOOKS AND VIDEOS [YB]** ■ *

A unique collection of books and videos. VI/MC/AM US/CD/JP/OT

Merchants by Department

APPAREL/ACCESSORIES

- AC Americana Clothing
AP Apparel Concepts for Men
BR Brooks Brothers ■ *
JCP JCPenney ■ *
PFS Paul Fredrick Shirts Co.
SS Short Sizes Inc. ■ *
SN Sunglasses, Shavers & More

ARTS/MUSIC/VIDEO

- BN Barnes & Noble ■
RO Berkshire Record Outlet
BEM Bose Express Music ■ *
CD CD Club *
DMS Discount Music Supply
LE The Laser's Edge
MAO Music Alley Online
FA Museum of Fine Arts, Boston ■ *
NP Narada Productions ■ *
SEARS Sears ■ * ●
SO Sounds & Video Online ■ *
YB YES! Books and Videos ■ *

AUTO

- AL Alamo Rent A Car
AI Automobile Information Center
AQ Autoquot-R
BU Buick Magazine ■
FORD Ford Motor Co. ■
LM Lincoln Mercury ■
PRC Price Motorcars

BOOKS/PERIODICALS

- BN Barnes & Noble ■
CS Computer Shopper
CK Create-A-Book
DB Data Based Advisor
GW Garrett Wade Woodworking Tools & Supplies ■ *
DJ Dow Jones & Co.
MH McGraw-Hill Book Co. ■ *
MC MacUser
MFM Money's Financial Market
PC PC Sources
PCB PC Publications †
PCC PC/Computing
PM PC Magazine
PUB Publishers Clearing House

SI Sierra Online ■

WB WaldenCOMPUTERbooks

YB YES! Books and Videos

BUSINESS/FINANCE

- CF CheckFree Corp.
DR Dreyfus Corp.
DJ Dow Jones & Co.
INC A Guide to Incorporating
HRB H&R Block
TKR Max Ule Discount Brokerage
MFM Money's Financial Market
NN NewsNet
PX Peterson's Connexion
CRE TRW Credentials
VS VitalStats †

CLUBS/MEMBERSHIPS

- CD CD Club *
DSI Discount Shopping, Inc.
SAC Shoppers Advantage Club *
PT Petworks

COMPUTING

- AS Affordable (50%-off) Software †
BCE Boston Computer Exchange
BB Broderbund Software
ORD CompuServe Store
CE Computer Express *
CS Computer Shopper
TCS The Computer Store ■ * †
DA Dalco Computer Electronics ■ * †
DB Data Based Advisor
DM Direct Micro *
HTH The Heath Company ■ *
HT Home Tech Depot
LI Laptops Infinity
MC MacUser
MW MacWarehouse ■ *
MM Marymac Industries
MCW MicroWarehouse ■ *
MCS Mission Control Software †
MZ Multiple Zones ■ * †
NEBS NEBS ■ †
PA Parsons Technology ■ * †
PS The Programmer's Shop
PCA PC Catalog †
PCB PC Publications †

PCC PC/Computing**PM PC Magazine****PC PC Sources****SAF SafeWare Computer Insurance****SI Sierra Online ■ *****SD Softdisk Publishing †****SDI Software Discounters International****WB WaldenCOMPUTERbooks ■ *****GIFTS/FLOWERS/GOURMET FOODS**

- BN Barnes & Noble ■
BH Breton Harbor Basket Co.
CC The Chef's Catalog ■ *
COF Coffee Anyone? ???
CK Create-A-Book
FA Museum of Fine Arts, Boston ■ *
FFS Florida Fruit Shippers ■
FG Figi's † ■ *
FS Flower Stop ■
GW Garret Wade Woodworking Tools & Supplies ■ *
GIM Gimme Jimmy's Cookies
HS Hammacher Schlemmer ■ *
HI Hawaii General Store
OC The Orchid Source
PF Pepperidge Farm
RM Rent Mother Nature ■ *
ROD The Rodeo Mile † ■ *
SL Sharon Luggage and Gifts ■
SN Sunglasses, Shavers & More
WK Walter Knoll Florist

HEALTH/BEAUTY

- BH Breton Harbor Basket Co.
CL Contact Lens Supply
RX Court Pharmacy
PPP Push Pedal Pull Fitness ■ *

HOBBIES/TOYS/PETS

- GW Garrett Wade Woodworking Tools & Supplies ■ *
KB K & B Camera †
PT PetWorks
SEARS Sears ■ * ●
TT Tall Tails ■ *
TSR TSR Games Shoppe ■ *

INFORMATION/SERVICES

- ATT AT&T Toll-Free 800 Directory †
BX Boat Xpress
BCE Boston Computer Exchange †
CA The Catalog Store ■ †
ORD CompuServe Store
MN Mentor Technologies
SAF SafeWare Computer Insurance ■
CRE TRW Credentials
UC UNICEF † ■ *

MERCHANDISE/ELECTRONICS

- BR Brooks Brothers ■ *
CC The Chef's Catalog ■ *
ORD CompuServe Store
RX Court Pharmacy
DSI Discount Shopping, Inc.
HS Hammacher Schlemmer ■ *
HTH The Heath Company ■ *
JCP JCPenney ■ * ●
SEARS Sears ■ * ●
SAC Shoppers Advantage Club
SN Sunglasses, Shavers & More

OFFICE SUPPLIES

- BO Boyd's Office Supplies ■ * ●
DA Dalco Computer Accessories ■ *
DM Direct Micro *
EX Executive Stamper ■ *
HT Home Tech Depot
PW Penny Wise Office Products ■ *
SEARS Sears ■ * ●

SPORTS/LEISURE

- HS Hammacher Schlemmer ■ *
PPP Push Pedal Pull Fitness ■ *

TRAVEL/VACATIONS

- AE American Express
AF Air France ■
HI Hawaii General Store
OA Official Airline Guides ■
SL Sharon Luggage and Gifts ■
SN Sunglasses, Shavers & More

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MAIL NEWS AND EVENTS

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365 Days a Year.

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From American Express. GO AE

Ford celebrates its 75th year of truck production.

No one knows more about trucks than Ford because they have been building them for 75 years. The "built tough" image is exemplified in the Ford Truck Feature Vehicle section. Featured this month is the 1992 Ford F-Series Pickup, which is the newest F-Series in years. Based on the 1990 New Vehicle Buyer Survey, it has the highest owner loyalty among trucks in its class. Ford invites you to take a look at the new F-Series—more proof that, when it comes to trucks, the best never rest. Request a **free** brochure, too.

From Ford Electronic Showroom. GO FORD

Support UNICEF online.

Since 1946, UNICEF, the United Nations Children's Fund, has worked to protect the children of the world. This year, CompuServe members can help support UNICEF by ordering holiday cards and gifts online. Stop by UNICEF's Mall boutique to request your **free** copy of UNICEF's 1991 holiday catalog. The colorful catalog is chock-full of holiday greeting cards (all printed on recycled paper) designed by artists from around the world. Also featured are an array of unusual gifts, such as UNICEF's *Environmental Atlas for Children*, a trio of doves tree ornament and children-of-the-world collector plates. Browse the catalog offline, then return online to place your order. Or call toll-free. Your purchase of any product in the catalog will help UNICEF attain its ultimate goal to "give children a future." GO UC

Let Create-A-Book make your child a Christmas star.

Make your child a star with this colorful, customized book. In *My Christmas Wish*, the North Pole gets a visitor when your child is granted a special wish to help Santa and his elves select the toys for the good little boys and girls. Your child's name and hometown appear throughout the text!

From Create-A-Book. GO CK

\$14.95

Make holiday hotel reservations toll-free with AT&T.

If you are planning a holiday vacation, make your first stop the AT&T 800 Toll-Free Directory. Find hundreds of toll-free listings for hotels, motels and resorts worldwide. Search by state or country, or alphabetically. There are listings for leading chains, including Best Western, Hilton and Holiday Inn, as well as for one-of-a-kind resorts, such as Bird In Hand Motor Inn in Bird In Hand, Pa.; the Chattanooga Choo Choo in Chattanooga, Tenn.; and the Hitching Post Inn in Cheyenne, Wyo. Whether looking for budget accommodations for the entire family or a big splurge for a romantic get-away, AT&T has your number. To browse the toll-free guide connect-free, GO ATT.

Who's the first CompuServe baby of 1992?

We're looking for the first baby born to a CompuServe member in the new year. The lucky future CompuServe member will be showered with a basket of gifts from Electronic Mall merchants, including:

- A **\$100** Baby Booty Basket chock-full of baby powders, bibs, diaper rash ointment, pacifiers, Pamper's diapers and more!
- Compliments of Court Pharmacy. GO RX
- A **\$75** deluxe New Baby Gift Basket.
- Compliments of Breton Harbor Baskets Co. GO BH
- Pack 'N Play portable playpen by Brayco, a **\$99** value.

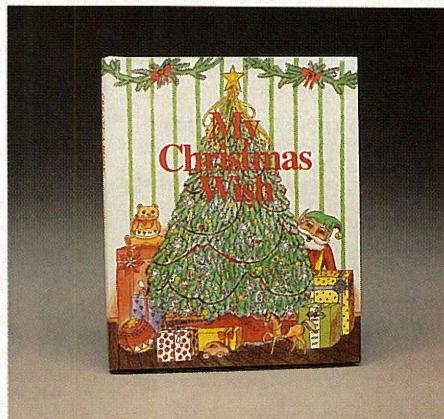
Compliments of Shoppers Advantage Club. GO SAC

- Llama in Pajamas, a **\$29.95** value.

Compliments of Museum of Fine Arts, Boston. GO FA

- Evenflo® travel tandem with canopy, a **\$64.99** value.

Compliments of JCPenney. GO JCP



Let Create-A-Book create a child star.



New Year's baby will win gifts.

- 14-inch plush Mickey Mouse toy, a **\$14** value.

Compliments of The Disney Store. GO DIS

- Personalized New Baby Book, a **\$14.95** value.

Compliments of Create-A-Book. GO CK

- 1/4-bushel of mixed premium Florida oranges and seedless ruby red grapefruit, a **\$20.95** value.

Compliments of Florida Fruit Shippers. GO FFS

- 1 pound of Italian Espresso for those midnight feedings, a **\$10** value.

Compliments of Coffee Anyone ????. GO COF

- **\$10** CompuServe usage credit.

Compliments of CompuServe Store. GO ORDER

Plus much, much more! For a complete list of prizes and rules on how to enter your bundle of joy in the contest, GO MALL.

GO 99 and Find It Fast!

Go online to order items pictured in *Go Mall* by typing 99 after any Merchant's GO command. For example, select an item featured on the cover, type the merchant's GO command followed by 99 (i.e., GO HS99) and zip to a list of featured products.

The price is right ... most of the time.

All prices mentioned in *Go Mall* are the most accurate prices available at press time. However, occasionally a printed price will be out of date.

Go Mall, published monthly in *CompuServe Magazine*, is a shoppers guide for The Electronic Mall, a service of CompuServe Incorporated. For more information call 614/457-8600.

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Design: Dorothy Hogan.

Talking Through Windows

► Makers of Windows applications open up in various vendor forums.

As Windows gathers momentum for millions of PC users, more developers are adapting existing applications to Windows or creating new ones. Some of the larger developers offer support through their own forums on CompuServe, and numerous other companies have sections in one of the three Windows Third Party Applications Forums. The vendors and some of the products they support in the forums are listed in "Guide to Windows," p. 29. You can reach them from the Windows Vendor menu (GO WINVEN) or directly (GO WINAPA, WINAPB or WINAPC).

For David Gleason of San Juan, Puerto Rico, the existence of a forum is often a deciding factor when he's buying Windows applications. From the forums he obtains technical help, hints on integrating different applications, and shareware or utilities available from the publishers. "Another important area is knowing where bugs or deficiencies exist, and hearing about workarounds so you can be productive in the meantime. And you hear about upgrades first on the forums," says Gleason.

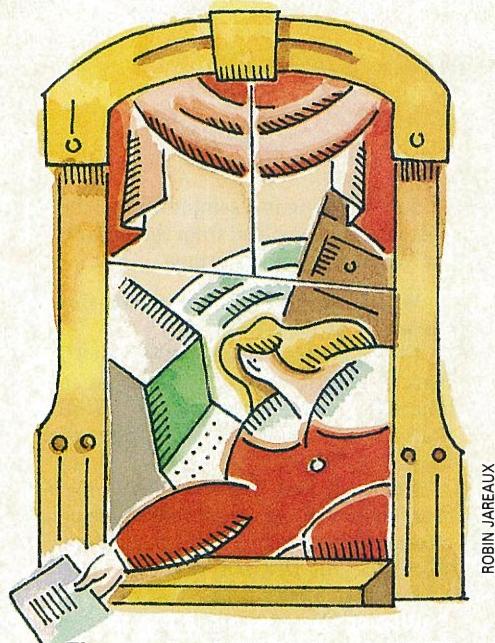
A major selling point of Windows is its support for multitasking, in which more than one program is operating simultaneously. When programs from different vendors are operating under Windows (including some that aren't designed as Windows applications), the results can be interesting, as one

user recently discovered. In a series of messages on ZSoft's Section 7 of the Windows Third Party Applications B Forum, he discussed his interest in using fonts produced by ZSoft's SoftType with Microsoft Word 5.5, a DOS program that supports downloadable fonts. After several messages and a great deal of experimenting, he found that the conversion is possible, but it involves some hand patching on the various DOS side support files, as well as the PCL4 fonts produced by SoftType.

The vendor forums provide an excellent way for users who have limited local support to reach the vendors directly. Sejer Johansen, who runs a Danish consulting company that designs systems for Unix, DOS and Windows environments, recently purchased copies of PerForm Pro and Bitstream Facelift to demonstrate to his clients. However, he encountered an unexpected error message. When he could not get an answer to his problem from the Danish distributor for PerForm, he turned to Delrina technical support in Section 16 of the Windows Third Party Applications B Forum.

He received a prompt reply stating that Delrina knew of the problem and had fixed it in a later version of PerForm Pro. Five days later, he received a new set of diskettes via UPS, free of charge, that solved the problem. Even though Johansen pays a communications surcharge to use CompuServe from Denmark, he is online every day. "With CompuServe we are close to the major US software vendors, and we get much better support than is available from their local branches," says Johansen.

For many users, a major benefit of the Windows Vendor Forums is the direct contact with product developers. For example, Frank Besier, Operations Director for a provincial government department in Victoria, British Columbia, recently received help from Metz Software, which supports its products in Section 7 of the Windows Third Party Applications C Forum. Besier's group provides vocational training assistance in British Columbia, and its 17 offices have standardized Windows 3.0 as the operating environment.



ROBIN JAREAU

The main drawback they found with Windows was its file and disk management capability. Also, they wanted a good scheduler, and settled on ThreadZ from Metz Software. While Besier was exploring CompuServe, he found Metz Software, sent a message asking for assistance in obtaining training materials for ThreadZ, and received a prompt reply directly from Section Leader Art Metz. Besier says, "CompuServe is not only fun, it's highly educational and well worth the cost. I plan never to stop learning."

Even people who have been around computers for years get tangled up when they use multiple applications in Windows. Ian Wright of Toronto, Ontario, has been using computers and teaching about them since 1980, and is no novice. But last December he upgraded to a 386 clone so he could run several Windows applications simultaneously—among them, Corel Draw!, Microsoft Word for Windows, Zipman, and Aldus Pagemaker. With more than 8MB of RAM, VGA and a 120 MB drive, all assembled by a top-notch technician, Wright assumed he was set—until he tried to run Windows. It would run only in the real mode, not in 386 enhanced mode. He got advice in several CompuServe forums and found the problem to be a mouse driver that he had installed according to instructions in the "read me" file. "I had to get an old copy of the mouse driver, replace the file, and reinstall a new version of mouse-driven Windows," Wright says. "Without CompuServe, I would have been helpless."

The companies in the Windows Vendor Forums each have a library in which the company or users store information for others to download. For example, the library for Asymetrix, which supports its ToolBook products in Section 1 of the Windows Third Party Applications A Forum, has sample applications, help files and demonstration files. The libraries for drawing programs such as Micrografx Designer and Corel Draw! contain hints for using the products plus generous collections of clip art. (See page 28, top, for a description of some of the most popular files from selected libraries.)

Even if you're not running a pure

Popular Vendor Forum Files

The following is a sample of the kinds of files you can download from the libraries in the Windows Vendor Forums.

Windows Third Party Applications A Forum (GO WINAPA):

Configuration Guide—Windows 3 Tool-Book application helps find the best combinations and settings for HIMEM, SMARTDRV and RAMDRIVE. Shareware. Library 1, "Asymetrix," file W3CFG.ZIP.

Decide Menu Bar—Windows program that lets you change the standard menu bar into a variety of colors and styles. Library 3, "Da Vinci," file DECIDE.ZIP.

Demo Program—Full-featured demonstration of hDC Rocks and hDC MicroApp

Manager. Library 6, "hDC," file ROCKS.ZIP.

Express Information—Text file about how to avoid potential interaction problems with Windows 3.0 and Windows Express when Express is the shell. Library 6, "hDC," file EXP SHE.TXT.

hDC Questions—Commonly asked questions about Express 3.0 and FirstApps. Library 6, "hDC," file HDCTIP.TXT.

Graphics Program—File contains 78 new icons to use with Windows Express. Library 6, "hDC," file EXPICO.WIL.

Windows Third Party Applications B Forum (GO WINAPB):

Icon—A Corel icon that uses the company logo and a 3-D button effect. Library 2,

"Corel," COREL.ICO.

Corel Draw! Chart—File containing 63 screen/density combinations plus various line weights and linear fountain fills. Library 2, "Corel," file DTPCHA.ZIP.

Update Files—Hand-scanner drivers from ZSoft. Library 7, "ZSoft," file HANDSC.ZIP.

Windows Third Party Applications C Forum (GO WINAPC):

HeartBeat Module—An After Dark application for Windows modules that simulates the view screen of an oscilloscope. Includes beating sound. Library 4, "Berkeley Systems," file BEAT.ZIP.

multitasking operation with Windows, but happen to use two or three different Windows programs, the vendor forums are a good place to find help. Dan Rawson, an architect from Newton, Conn., uses a Mars 105+ scanner to capture images such as client logos. He imports them into Corel Draw!, where they are cleaned up or modified, and then exported as .WPG or .DXF files for use in the

office. One set of images he imported was too complex to be useful after auto-trace. He left a message for Corel on Section 2 of the Windows Third Party Applications B Forum. Corel's technical support solved the problem by suggesting that he import the bit map into Corel Draw!, resave it as a Corel TIF file, then trace the TIF.

COMPUTING SERVICES

The products represented on the forums enable users to develop applications that would have been impossible,

at least without a mainframe computer, just a few years ago. Karl Sarnow of Hannover, Germany, is a good case in point. He has developed a water quality expert system using KnowledgePro, supported in Section 15 of the Windows Third Party Applications B Forum. In Germany local authorities known as *Wasserwirtschaftsamters*, who are responsible for monitoring water quality, wanted to use students to take samples, but taking the measurements is a highly technical task. Until Sarnow discovered KnowledgePro, an artificial intelligence development tool, it seemed impossible to let teachers and their pupils take the quality samples.

With assistance from the forum, Sarnow developed a KnowledgePro application in which the person taking the readings can choose the method to use by clicking on buttons. After you've selected the method, a screen with the appropriate variables is presented. Where translation is required, the program does it.

If the vendors who run the sections and the users who frequent them can't answer the questions, they'll often refer you to one of the other Windows Forums. The Windows New Users Forum (GO WINNEW) is for Windows 3.0 users who haven't yet made the transition to expert. For more complex questions, the Windows Advanced Users Forum (GO WINADV) brings together sysops and users from Microsoft and outside the company. With these five forums plus the Windows 3.0 support offered in the major vendors' forums, help is available for just about any Windows 3.0 application, and new sources are being added. To get information on last-minute additions, type FIND WINDOWS.

Harry Green is president of Pacific Netcom Inc., a Portland, Ore., telecommunications consulting firm. His CompuServe User ID number is 70007,431.

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GO OLI for more information.

Guide to Windows, Vendors and Products

WINDOWS THIRD PARTY APPLICATIONS A FORUM (GO WINAPA)

Section	Vendor	Products
1	Asymetrix	ToolBook
2	Access Softtek	Dragnet, Prompt! and Take Note
3	DaVinci	DaVinci E-Mail
4	Future Soft Engineering	DynaComm Async, Elite 3270 and New Wave
5	GeoGraphix	SeisMap
6	HDC Computer	File Applications, First Applications, Icon Designer, Program Launch and Windows Express
7	HI-Q Int'l	APE
8	MCAE	Inertia
9	Meta Software	Design/OA, Design/IDEF and Meta Design
10	Micrografx	Designer, Charisma, Draw Plus, Picture Publisher and XPort
11	Polaris	PackRat
13	Publishing Tech	Batchworks, MultiTack, File Organizer and Text Editor
14	Roykore	OPUS I, ABC Flowcharter and Instant OrgChart
15	Wilson/Ware	Command Post, Win Batch, Win Check, Win Edit
16	ICOM Simulations	Intermission, On Cue II
17	Playroom	Button Maker, Makeover and OSFrame

WINDOWS THIRD PARTY APPLICATIONS B FORUM (GO WINAPB)

Section	Vendor	Products
1	Caseworks	CASE:W
2	Corel Systems	Corel Draw!
3	NBI	Legacy
4	Owl International	Guide
5	SoftView	MacInTax/Windows, Tax View Pro
6	Whitewater	Actor, Actor Professional, Object Graphics, Whitewater Resource Tool and WinTrieve
7	ZSoft	PCPaintbrush/Windows, Pub Type Foundry and Soft Type
8	WUGNET	WUGNET Journal
9	Kidas	Milestones
10	SoftCraft	Soft Fonts
11	Softbridge	Auto Test Facility, Bridge Batch and Bridge Tool Kit
12	Zenographics	SuperPrint, Import for Windows and Pixie
13	Comp Presentations	Color Lab, Image Prep
14	Echelon Development	Window Craft
15	Knowledge Garden	KnowledgePro/Windows
16	Delrina Tech	PerForm Pro, WinFax

WINDOWS THIRD PARTY APPLICATIONS C FORUM (GO WINAPC)

Section	Vendor	Products
1	Matesys	Object Script, Object Tel, Object View and Simple Win
2	Bell Atlantic	Thinx
3	The Stirling Group	SHIELD tools
4	Berkeley Systems	After Dark/Windows
5	Glockenspiel	C++ for Windows, Common View
6	Campbell Services	OnTime for Windows
7	METZ Software	File Manager F/X, Meta Shareware
8	Within Technologies	Realizer
9	Abacus Software	Becker Tools, Virus/Secure

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What's New in CIM 2.0

A new version of the CompuServe Information Manager extends the power of that windowed interface to additional areas of the system. While it will be especially welcomed by those wanting more flexibility in online news-gathering and in stock market monitoring, it also provides expanded features for online graphics, the CB Simulator, forums and many other options of interest to most members.

High on the list of new features is CIM 2.0's "DOS Shell" option, allowing you to return to DOS while CIM is still running in memory. This option, also known as "Push to DOS," has been added to CIM's Special pull-down menu. By typing EXIT at the DOS prompt, you return to CIM.

In graphics, the new CIM allows you to save a display after viewing it, using a new Save GIF View preference added to the Settings menu. With it, the program can automatically ask if you want to save a GIF display before discarding it. The program also provides new powers for viewing those

GIF graphics you've stored on disk.

In the forums, CIM 2.0 has enhanced user power in several ways:

- A new across-library search facility has been added. All libraries within a forum can be marked and searched at once for a particular file. This allows you to find a file without having to know specifically in which library it resides.
- Background downloading has been implemented to retrieve a file or group of messages. It allows you to download and use other forum capabilities simultaneously.
- Support has been provided for private messages. A checkbox has been added for use if you want to send a message privately within the forum.

CIM 2.0 also provides easy access to the Executive News Service through an option added to the Services pull-down menu. The Executive News option enables you to browse current news reports from international wire services.

CIM 2.0 Features

Some major new features of CIM 2.0:

- DOS Shell option
- Enhanced graphic capabilities
- Across-library searching capability in forums
- Background downloading in forums
- "Friends" option in CB Simulator
- Support for Executive News Service
- Stock portfolio
- New window save feature
- Support for customized connections
- Multiple configuration files

For stock market watchers, CIM 2.0 adds the new Portfolio, which offers a more extensive interaction with stock market data. The Portfolio enables you to maintain a list of stocks on your disk, then retrieve a quick report on the current value of those stocks and their profit or loss since the purchase.

Other new features:

- Saving of windows size and position across sessions. You can move windows, change their size and so on. After you exit the program and return, the windows appear as you left them.
- Ability to write customized connects. This is useful for special network situations, modem pools and foreign networks not built into session settings box.
- Multiple configuration files. DOS CIM uses two files, one containing General Preference information on what CIM looks like, the other holding data on connecting. CIM 2.0 allows you to set up multiple copies of these—an especially valuable new option if different people in your family are using CIM or if you're traveling and logging on from various places.
- "Friends," a new concept for real-time conferencing. A kind of electronic address book for your conferencing acquaintances, the Friends feature can help in gathering your acquaintances for private talks and in searching for old friends online.

CIM is available for IBM-compatible and Apple Macintosh computers. The DOS version requires 640K of memory, a hard disk, DOS 2.0 or higher, a serial port and a Hayes-compatible modem.

To answer members' questions about the software, CompuServe operates two support forums: The DOS CIM Support Forum (GO CIMSUPPORT) and the Macintosh Support CIM Forum (GO MCIMSUP). Both can be used free of connect-time charges. For information on how to order CIM 2.0 or upgrade to it, GO CIMSOFT.

Charles Bowen, author of CompuServe A to Z, is a contributing editor of CompuServe Magazine. His CompuServe User ID number is 70007,411.

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► Beware the coldest call of all: telemarketers tendering empty investment opportunities.

It started out as a typical afternoon for CompuServe member Dave Peyton, columnist for *The Huntington (West Va.) Herald Dispatch*. Then the quiet of his home office was interrupted by a ringing telephone.

"Good afternoon, Mr. Peyton," said an unfamiliar voice. "I've been told that you're a shrewd investor who is always seeking opportunities to stay a step ahead of the crowd.

Were you aware that oil wells using the technology of horizontal drilling are going gangbusters here in Texas? For only \$18,000, I can get you in on the ground floor of our Well 29, which shows the potential for being a real winner."

Peyton was skeptical. "I have no idea where the guy got my name, address or phone number, nor the slightest idea why he thought that I would be interested," he recalls.

Despite misgivings, heightened by memories of being hustled to purchase copper futures several years earlier, Peyton pursued the "tantalizing" offer further. He requested information on the company in particular (Kinlaw Petroleum) and the touted concept of "horizontal drilling," whereby a hole is bored straight down into the ground with a gradual turn to 90 degrees supposedly making oil recovery exceedingly profitable.

The next morning, a Federal Express package containing glossy brochures, a disclosure prospectus and glowing newspaper accounts arrived. The salesman called back that afternoon expecting a greedy buyer who, conditioned by the well-orchestrated pitch and promotional material, was eager to "invest."

Instead of submitting to temptation, Peyton fired more questions and insisted that he needed time to make an intelligent decision. The salesman—noting that time was of the essence and that this golden opportunity would soon vanish—turned

Peyton over to a more experienced "deal closer."

His callers did not know that Peyton never had an intention to invest. Rather, he was collecting background information for a column on telemarketing. Instead of relying on the rose-colored presentation given by his solicitors, he did his own investigation. His conclusion: at best, horizontal drilling represented a poor investment opportunity and, at worst, possible fraud. Both alternatives, as with many "cold calls" pitching unfamiliar products or services, were fleecing opportunities for the solicitors and spelled financial ruin for their victims.

Peyton was among the fortunate, losing nothing more than a few hours of time. John Morgan, director of enforcement for the Texas State Securities Board, says many others have not been so lucky, in some cases turning over their life's savings to con artists pitching everything from gold mines to penny stocks.

(For the record, Morgan acknowledges that numerous complaints have been filed with his agency against Kinlaw Petroleum. However, any legal actions on these have been short-circuited by a consent decree in which Kinlaw admitted to no wrongful activities and agreed to register all securities offerings and to properly disclose all risks to prospects in the future.)

The Alliance Against Fraud in Telemarketing (AAFT), a Washington, D.C., coalition of 80 consumer groups, trade associations, labor unions and governmental regulatory agencies, is carefully monitoring the situation. "The majority of telemarketing calls and direct-mail solicitations are conducted by reputable businesses offering legitimate products or services. The actions of a few, who either stretch the law to the limit or engage in outright swindles, give the entire industry an undeserved black eye," says John Barker, AAFT coordinator.

The Federal Trade Commission notes that individuals lose a staggering \$1 billion annually to telemarketing fraud, with an average loss of about \$5,000 per investor.

MONEY MATTERS

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▼ Shunning Phone-y Investments

▼ On the Insurance Default Line, p. 36

Get Smart or Get Taken: Online Research

Hanging up the phone or tossing a direct-mail flier into the wastebasket is the surest way to protect yourself from joining the ranks of the victimized. Your next best defense, if you cannot resist the temptation to explore the opportunity, is arming yourself with information. The con artist's strongest weapons are quick sales and playing on your emotions. His unwillingness to give you a chance to review the facts and talk to others are the red flags indicating that "stranger danger" is ready to take a swipe at your wallet.

Begin your research by locating a forum related to the subject matter of the solicitation. If you're not certain which forum to turn to, use the FIND command on CompuServe for suggestions.

To illustrate, catalog offers selling Sierra Leone "Face on Mars" coins or so-called "Reagan Balloon Post" stamps can be investigated in the Collectibles Forum (GO COLLECTIBLES). A Hawaiian vacation for \$19.95? Ask in the Travel Forum (GO TRAVSIG). Visit the Working from Home Forum (GO WORK) for the lowdown on an ad describing a substantial second income for simply stuffing envelopes.

For information on penny stocks, be sure to read PENNY.CO in Library 15, "The Novice Investor," of the Investors' Forum (GO INVFORUM). In this classic 1987 forum conference transcript, David Brawner, a former broker and manager for a major, now-defunct nationwide penny stock brokerage firm, discusses the selling of these often worthless securities. He reveals the ins and outs of the business, showing how customers are led on and ultimately swindled. Of further interest is an explanation of how

this market can be exploited by venture capitalists to fund their business enterprises.

Dave Peyton's choice for evaluating horizontal drilling was the Investors' Forum. He posted a message describing in detail the investment and the techniques employed by the salespersons. Within a couple of days, he heard from two others who had received the same cold call and independently reached a similar conclusion: steer clear.

Their hunches were confirmed by BC Taylor, a retired Texas oil industry professional who is knowledgeable about all aspects of the business. He told forum members that whether the offer was from a legitimate or bogus company was immaterial. Even under the best of circumstances, the way the agreements were written ensured that the investor assumed all the risks and the operator none.

While awaiting forum feedback, check out such services as Magazine Database Plus (GO MAGDB) and Business Database Plus (GO BUSDB). Peyton found numerous articles on horizontal drilling in such periodicals as the *Dallas Business Journal*, *Advanced Recovery Week* and *Modern Maturity*.

Local newspapers often contain items found nowhere else. A search of the 1991 issues of *The Houston Post*, one of 48 newspapers found in Newspaper Library (GO NEWSLIB), did not reveal stories on Kinlaw Petroleum. However, horizontal drilling was the subject of six articles, including a lengthy attention-grabber titled "Con Artists Returning to Oil Patch; Horizontal Drilling Among New Scams."

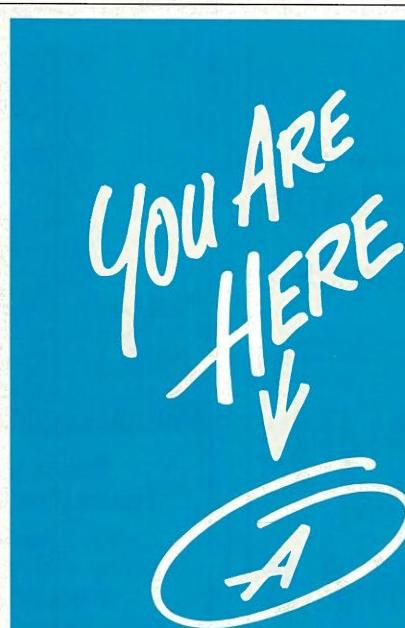
Barker, who believes these numbers are conservative, estimates that consumers turn over \$1 million an hour in response to sight-unseen solicitations.

No one is immune to these "stranger dangers" either. While the elderly continue to be prime targets, so also are dentists, lawyers, professors, economists or, for that matter, anyone desiring a higher rate of return than that of a passbook savings account. One may rightly wonder why individuals with such a high degree of education are so vulnerable. Suggests Barker, "We think we're too smart to be taken. It's tempting to believe that it happens only to others who are less educated, less sophisticated, less financially astute. We're guinea pigs because we let our guard down, convinced that we'll spot the hype when it comes our way."

According to the National Futures Association (NFA), the commodity industry's self-regulating body headquartered in Chicago, victims tend to have two common characteristics: greed that exceeds their caution and a high degree of willingness to believe whatever they're told.

In the fall of 1990, Greg Morrow, a social agency administrator in Austin, Texas, filled out a card requesting information about futures trading. Rather than taking the time to complete the form by hand, he attached his business card (as suggested by the flier).

Not surprisingly, nothing ever arrived in the mail. Instead, a few weeks later, someone called Morrow about a "positively sure way to make money." The deal, requiring only \$10,000, was based on the concept that due

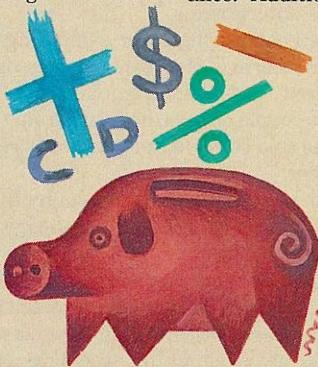


Surreptitious CDs?

Most folks keep the bulk of their savings in money market mutual funds or in federally insured certificates of deposit, and in accounts at banks or savings and loan institutions. Each week, *Ratemgram* (GO RATEGRAM) surveys yields on these investment vehicles and reports the highest available returns.

Surely one needn't watch for deception in these trusted investments, right? "Not so," says *Ratemgram* publisher, Martin Bradshaw. "While your life's savings may not be in danger, you may be unpleasantly surprised to discover that you're getting less than you thought you were bargaining for."

Many institutions have a tiered rate structure, paying higher interest rates for



larger-sized accounts. Promotional material may mention only the top rate, not the one you'll be earning with your lower balance. Additionally, the higher rate may apply only to the balance in excess of the tier minimum, not to the entire deposit.

When you purchase a CD, focus on the dollar amount (principal and interest) you'll receive at maturity rather than the yield. This allows you to directly compare bank A and bank B without concerning yourself with quoted rates and how they're impacted by different methods of compounding.

Sums up Bradshaw, "As with any investment, ask before you invest to be absolutely sure you know what you're getting."

to the increased demand and limited supply caused by Middle East tensions, heating oil would undoubtedly rise in price during the winter.

MONEY MATTERS

"When I asked him what effect a warm winter along with a quick Allied victory over Iraq might have, he quickly changed his tune," recalls Morrow.

"Suddenly, he started advising me about how to invest the same money by playing the short (declining price) side of commodities and commodity options."

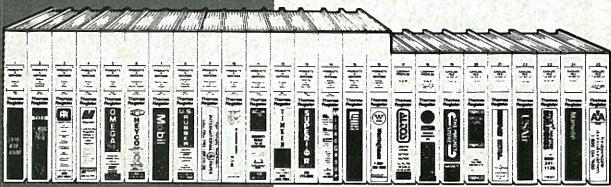
Morrow observes that there was nothing illegal about what the calling broker attempted to do. "He just tried taking advantage of my ignorance and appealed to my sense of greed. If I had bitten the lure, I would have lost my shirt in a totally above-board speculative vehicle that was inappropriate for my circumstances and which I didn't understand."

Firms and persons selling commodities to the public are required to register with the federal government's regulatory Commodities Futures Trading Commission and to be members in good standing with the NFA. "Two rules protect speculators," says NFA President Robert Wilmouth. "One prohibits fraudulent, deceptive or high-pressure sales communications. The second, 'The Know-Your-Customer' rule, mandates that NFA members obtain certain information from prospective customers and provide them with an appropriate risk disclosure."

The Securities and Exchange Commission (SEC) has instituted similar protective measures for first-time purchasers of so-called penny stocks. These low-priced issues, which are not traded on any of the exchanges or the computerized NASDAQ system, gen-

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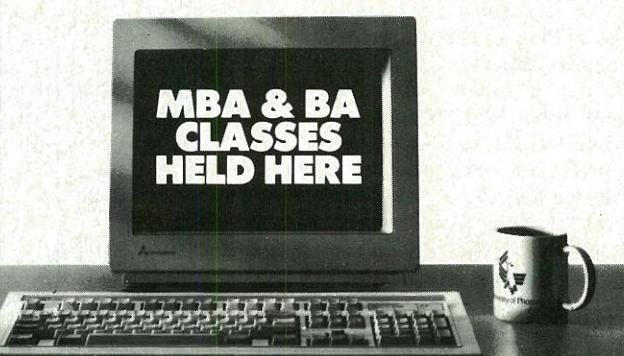
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Read More About It

Both Magazine Database Plus (GO MAGDB) and Business Database Plus (GO BUSDB) searchable reference libraries have numerous articles on telemarketing and its role in investing. Following is a brief sampler. Articles may be directly located from the Search Method menu by noting the reference numbers.

From Magazine Database Plus:

"Dial S-W-I-N-D-L-E. To Many, the Most Obscene Phone Calls Involve Heavy Selling, Not Heavy Breathing" (includes related articles on telefraud and a special report on fraud). *Modern Maturity*, April-May 1991, v34 n2 p30(9). Article #10589293

—full text (22,831 characters).

"Poison Lures at the End of the Line" (telephone investment fraud; includes agencies to contact for help). *U.S. News & World Report*, July 20, 1987, v103 p47(2). Article #05034017—full text (6,437 characters).

"Tele-con Games" (success of investment fraud investigations, editorial). *FW*, June 11, 1991, v160 n12 p6(1). Article #108-30205—full text (3,196 characters).

From Business Database Plus:

"Boiler Rooms Take Root on Con Man Row; Firms Peddle Latest Oil Craze from Dallas" (horizontal oil well drilling investment scam). *Dallas Business Journal*, March 29, 1991, v14 n31 p1(2). Article #10664475—full text (8,176 characters).

"The Telephone: An Accessory to Crime?" (fraud in telemarketing). *Telephone News*, Feb. 26, 1990, v11 n9 p1(2). Article #08571565—full text (3,554 characters).

"Lower Rates, Technology Moving Fraudulent Phone Marketers Overseas." *The Long-Distance Letter*, June 1990, v8 n6 p7(2). Article #09131365—full text (4,119 characters).



erally sell at less than \$1 a share and have no track record of successful operations.

"I avoid these non-listed issues like the plague," says Max Bowser, whose *Bowser Report* newsletter (PO Box 6278; Newport News, VA 23606; 804/877-5979; \$48 a year) specializes in stocks costing \$3 or less. "Price quotes for the literally thousands of these non-NASDAQ over-the-counter issues can be found only on the 'pink sheets'—printed lists updated once daily and generally available only to brokers."

Pink-sheet pennies are especially ripe for abuse, warns Bowser, not only because of the inability to obtain prices through services such as Current Day Quotes, but also because the firms aren't required to issue regular financial reports such as those carried in Disclosure II. If CompuServe does not have daily pricing and Disclosure II information for a security, take heed. This means the low-priced stocks are not traded by many investors, which makes selling them, especially at a profit, difficult.

To deal with the high-pressure sales tactics used in marketing pink-sheet issues, the SEC last year adopted its "cold calling" rule. Now, before a broker unfamiliar to you can finalize a sale of a penny issue (initiated by him/her contacting you), you must sign a suitability statement, plus a purchase agreement, the first three times you buy shares covered by the rule. (Copies of the regulation may be obtained from the Securities and Exchange Commission, Publications Dept., Mail Stop C-11, Washington, DC 20549.)

State agencies such as Morgan's Texas Securities Board also are working to increase consumer consciousness, deter would-be scammers and punish offenders.

The problem is also one of global proportions. Barker sees international telemarketing hucksters as a major problem of the 1990s. Of concern to the AAFT are phony precious metal futures and coin sales from safe havens such as Costa Rica, the Bahamas, Liberia and South Africa, set up expressly to escape regulation. Thanks to high-quality and relatively inexpensive international phone connections combined with mail drops and front offices, the hucksters can disguise the fact that they are working from a nation that may refuse to prosecute or extradite them.

Says Barker, "If there's a silver lining in this, it's that it reinforces what we've always said: Your best defense is common sense and not expecting agencies to get back what you've lost. Even in the case of fraud convictions, recovery generally is minimal, as there are few, if any, assets remaining."

Contributing Editor Mike Pietruk, a free-lance journalist specializing in online communications and investment subjects, lives in Elmwood Park, Ill., and is manager of CompuServe's Investors' Forum. His CompuServe User ID number is 76703,4346.

*You WANT
to GO → HERE* (B)

Policy Writing on the Wall

► How to watch for the warning of coming insurance company failure.

Ralph Esposito was surprised when his pension check didn't arrive in the mail. Since he'd retired from his job at a local hospital, it had always been in his mailbox on the 15th. That night the television news reported that Executive Life Insurance Co., the local insurance company that issued Esposito's pension check, had been seized by state regulators.

It's a familiar story by now. More than 150 million people in the United States own insurance policies or annuity contracts, and many who, like Esposito, depend on retirement payments from insurance contracts or plan to depend on them, are beginning to

question the vaunted safety of their investment. And with good reason.

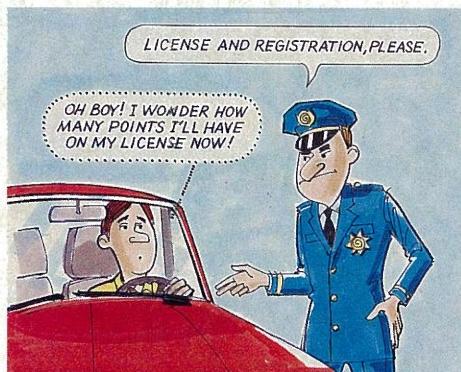
But abandoning a policy for the safety of your mattress is not the only alternative. Most insurance companies are solvent and solid. The trick is in separating the good from the bad. This is where CompuServe can help. By researching a company's debt rating and stock performance, and tracking its financial position through the news wires, you can get a good idea if there's trouble on the horizon.

Unlike the banking industry, where federal insurance protects depositors, the insurance industry is, in a sense, "self-insured." Whenever a company has failed in the past, other insurers (generally larger ones) have

come to the rescue. Most states have added to this "guarantee" by establishing state guarantee funds, which generally protect investors by offering reimbursements of up to \$100,000 in the event of an insolvency. Neither the "self-insurance" of the industry nor the state guarantee funds had been tested by a major default, until recently.

"More companies than we've seen in the past will have substantial problems," says Bill O'Neill, vice president of Standard & Poor's insurance analysis division. "The potential impact is enormous."

Regardless of the foreboding climate, O'Neill believes that most companies will survive. "The insurance industry may have



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somewhat of a hangover," he observes, "but the industry is in a far better position than other US financial institutions" (such as savings and loans and banks).

Not all insurance companies are created equally. Amid a collage of terms such as "mutual company," "operating subsidiary" and "life affiliate" lies an exact title for the company listed on the top of your insurance policy or annuity contract. There are two main types of life insurers: mutual life companies and stock companies. Mutual life companies are owned by policyholders, and stock companies are owned by shareholders.

Insurance companies often give warning signs that consumers should watch for.

"If it sounds too good to be true, it probably is," advises Lois Blake, an estate-planning and group specialist with The New England in Costa Mesa, Calif. "A lot of companies offering extremely low premiums (insurance) or extremely high rates (annuities) probably are taking a higher than average

risk and may not be in business for very long," she predicts.

Another warning sign is an extremely large concentration in junk bonds, commercial real estate or other riskier investments in the insurance company's portfolio.

Although many companies have trimmed back their holdings in these types of high-profile investments, many are still locked into illiquid holdings purchased before the recent market decline in real estate and junk bonds. "My biggest concern is with commercial mortgages," states Cathy Seifert, insurance industry equity analyst with Standard & Poor's in New York. "Some large insurers have exposure as high as 40 percent." Seifert feels that these types of real-estate investments may produce difficulties similar to the junk bond debacle of the previous year. Similarly private placements, or unregistered securities that are negotiated directly by the lender and the borrower, create a black hole in many insurance company balance sheets.

Investments such as these are illiquid and hard to value, and are often carried at a much higher value on an insurer's books than their true market value.

An insurance company that carries safe, liquid investments (such as US government bonds and investment-grade corporate bonds) as the bulk of its portfolio may be a surer bet than one filled with illiquid, hard-to-value holdings. To obtain a copy of an insurance company's portfolio, you will need to contact the company directly. The name and address of your company can be obtained through Corporate Affiliations (GO AFFILIATIONS) or Dun's Electronic Business Directory (GO BUSDIR). For more details, see "How Solid a Rock?," p. 39.

The insurance company you are dealing with may be owned by or affiliated with another company. It is common for insurers to do business under several names. To find out if this is the case with your insurer, visit Corporate Affiliations and enter the name of

A

B

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your company. Once you've established the company's parent, jump to Symbol Lookup (GO LOOKUP) to determine if the insurer is a stock company. A search for the insurer Life Investors Insurance, for example, produces the parent, AEGON USA Inc., and the ultimate parent, AEGON Insur-

MONEY MATTERS

ance Group of the Netherlands, one of the largest insurers in the world. The company is listed on the Over the Counter Exchange.

If a company has a symbol, it also may have a debt rating, a stock rating or perhaps a brokerage firm following its performance.

Standard & Poor's (GO S&P) offers a rating service through CompuServe. Ratings on debt range from AAA (the strongest) to D (in default). The debt rating of an insurance company or its parent is often a good indicator of its financial soundness.

Value Line Online (GO VLINE) can increase the depth of your investigation by estimating the three- to five-year performance of a company's stock price. A higher percentage increase in price would indicate a well-run company with good prospects.

Research reports from many of Wall Street's most prestigious firms offer valuable, in-depth financial information about a particular company and the insurance industry in general. These reports can be found by searching Investext (GO INVTEXT). A recent report issued by Shearson Lehman Brothers gave a downbeat synopsis of the life insurance industry, but also provided a list of companies with comments and portfolio breakdowns.

Although mutual life companies present a greater challenge for obtaining information, since they are privately held, many resources on CompuServe can help. IQuest (GO IQUEST) provides recent ratings changes and affirmations through its Insurance SmartSCAN. Key word parameters need to be quite specific, so be sure to narrow your search adequately. For example, the parameters NEW ENGLAND LIFE and MOODYS produced a report affirming the northeastern mutual life company's Aa1 rating.

Although obtaining a rating may put your mind at ease (or result in a frantic call to your agent), your vigilance shouldn't end there. The now infamous Executive Life wasn't downgraded from its blue-chip rating (A+ by A.M. Best and AAA by Standard & Poor's) until early 1990, only months before the takeover by state regulators. Ratings can change overnight. A personal clipping folder in the Executive News Service (GO ENS) can help you track any sudden changes in an insurance company's financial position by letting you keep watch over a variety of news wires. News of Executive Life's downfall was available on news wires months before the company's takeover, allowing plenty of time for knowledgeable investors to arrange for removal of their assets.

Most insurance companies are sound, but the roster of failures is likely to grow in the upcoming months, as recession woes come to haunt many of the more aggressive life insurers. As each day's news reports cast an increasingly negative light on the insurance industry, a little vigilance can save you a lot of sleep if you own an insurance policy or annuity contract.

Kevin Pilot is an investment consultant and a free-lance financial writer based in Capistrano Beach, Calif.

"It was already on fire when I lay down on it" may be just the book you're looking to give a dear one this holiday season. But if it's not, don't worry. Because here's a way you can find the perfect book for everyone on your holiday list. First, pull up a chair and use the online edition of *Books in Print*. You'll find references to books matching the authors, titles or subjects you enter. Then get reviews fast through *Book Review Digest* and make this year's gift giving a tale of success.

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See online announcement for complete details.

GO OLI for more information.

How Solid a Rock? Check Your Company Online

Researching your insurance company online involves four areas of study: ownership, stock/earnings profile, rating information and industry news. Here's a step-by-step progression.

Ownership Information

To obtain the address, phone number and parent company affiliation, use Corporate Affiliations (GO AFFILIATIONS). Select Option 5, "Access Corporate Affiliations," then Option 1, "By Company," and then Option 2, "By Company Name." Enter the name of the company you are researching.

Once you've established the parent company's name, continue to Symbol Lookup (GO LOOKUP) and select Option 1, "Search for Company Name: Ticker Symbol, or CUSIP," and then Option 1, "Name."

Type in the name of the company. If a symbol is located, your company is a stock company; if not, it is probably a mutual company.

Stock Company Research

For a Standard & Poor's profile, GO S&P and select Option 3, "Individual Company Profiles," and then Option 1, "Access by Company Name." Type in the company's symbol. To retrieve a full overview, choose "All."

Value Line Online (GO VLINE) can provide expected earnings growth information when you select Option 3, "3-5 year projections." Keep in mind that only the largest insurance companies will be covered.

For more in-depth commentary, use Investext (GO INVTEXT). Select Option 6, "Company Reports," or 7, "Industry Reports." Select Option 1, "Search by Company Name," or Option 2, "Search by Ticker Symbol." The 10 most recent research reports will appear. More reports can be chosen or the full text of the reports can be retrieved.

Insurance Ratings

For rating information, use IQuest (GO IQUEST). Select Option 4, "Access IQuest," then Option 3, "SmartSCAN." Select Option 1, "Business," and Option 6, "Insurance." Using AND as a qualifier, choose an insurance company name and a rating service, for example TRAVELERS AND MOODY. The five largest services are Standard & Poor's, Moody, A.M. Best, Duff and Phelps, and Weiss. If your selection draws a blank, select another ratings company.

News on your company can also be obtained in IQuest by typing only the insurer's name at the prompt, after selecting Option 5, "Insurance."

Industry News

Create a clipping folder and gather stories about the insurance industry, or a specific insurance company, from the Executive News Service news wires. GO ENS, then select Option 1, "Introduction to ENS," to

read instructions on how to set up a clipping folder. The maximum retention time for stories is 14 days, and you can create up to three personal clipping folders. To set up folders you must be an Executive Option member. □

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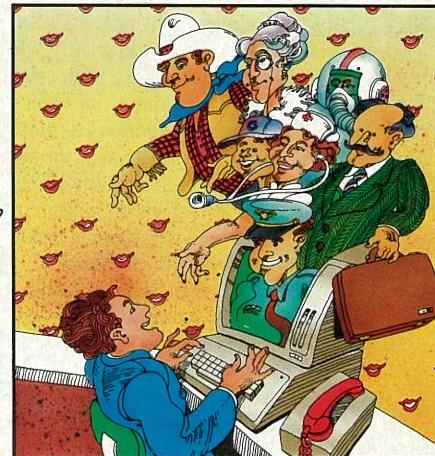
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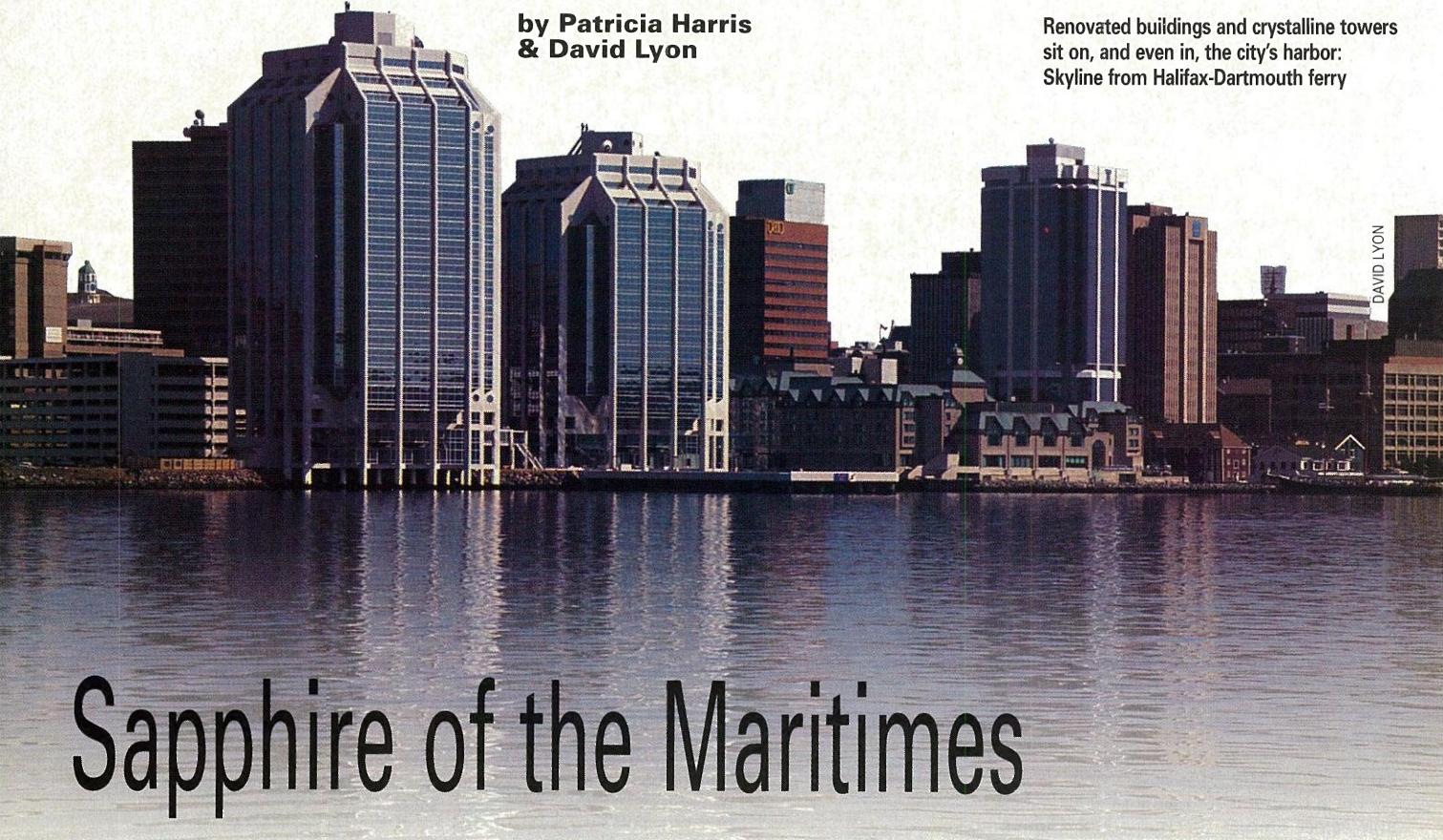
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by Patricia Harris
& David Lyon

Renovated buildings and crystalline towers sit on, and even in, the city's harbor:
Skyline from Halifax-Dartmouth ferry

DAVID LYON

Sapphire of the Maritimes

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▼
All Along the Lighthouse Route
▼

Eeasy Sabre CIM,
page 42

► **Halifax's mighty bay receives the churning North Atlantic and fronts a city tiered with pelagic history.**

If ever a city was married to the sea, it's Halifax, provincial capital of Nova Scotia. Salt air permeates the city from the docks to the high redoubts of the Citadel. On a warm summer night, Halifax fades into the cool mist of a fog that would do London proud. On a bright day, azure skies topped with high stratus clouds stretch eastward, ending only where the earth's curve intersects the ocean swells.

Haligonians (as the residents call themselves) have a matter-of-fact attitude about the sea, for seafaring is hard work and, like many Canadians, they are less boastful than their American cousins. Still, they point proudly to the city's symbol, the Bluenose II, a replica of the 1921 salt-bank schooner that held the North Atlantic racing title for so many years that it was immortalized on the back of the Canadian dime.

Halifax has the world's second largest natural harbor (after Sydney, Australia) and is the seventh largest shipping port in the world. It is also a mighty naval base. But more traditional saltwater ways survive just a few miles down the coast in boat-building and fishing communities such as Peggy's Cove, Mahone Bay and Lunenburg.

The British founded Halifax in 1749 as a stronghold against the French. Four fortresses, some on islands, ring the old city, but none is as impressive as the Citadel, which commands the city's highest point. Inactive as a military post since World War II, this

bastioned fortification is Canada's most visited National Historic Site.

Today the Citadel serves as a circa-1869 living-history museum, staffed in the summer by university students in the kilted uniforms of the 78th Highland Regiment. The skirl of bagpipes echoes off the stone walls and riflemen drill regularly for the benefit of visitors. At noon, a precision team readies, loads and fires the signal cannon from atop the fortress wall.

Halifax is built into the side of a steep hill. Haligonians have learned to navigate the streets with the least exertion and advise visitors to begin touring from the heights of the Citadel and work downhill to the waterfront. Outside the Citadel wall stands the landmark Clock Tower, a gift in 1803 from the Duke of Kent, Queen Victoria's father, to instill punctuality in soldiers and citizenry.

The major cross-streets cut into Citadel Hill like layers in a wedding cake. The broadest plateau is the Grand Parade, the city's original drill ground. At one end stands St. Paul's Anglican Church, the first Protestant church in Canada and the city's oldest building (1750). At the other end is City Hall. On weekdays in July and August, the mayor invites all visitors for tea from 3:30 until 4:30 p.m. The Parade is also a social center: street performers keep up a steady show and free walking tours depart twice daily.

Province House and the Art Gallery of Nova Scotia are essential stops. Completed in 1819, Province House is the oldest seat of government in Canada and a gem of Georgian architecture. The Art Gallery has an excellent collection of Nova Scotia folk art and an array of nautical paintings.

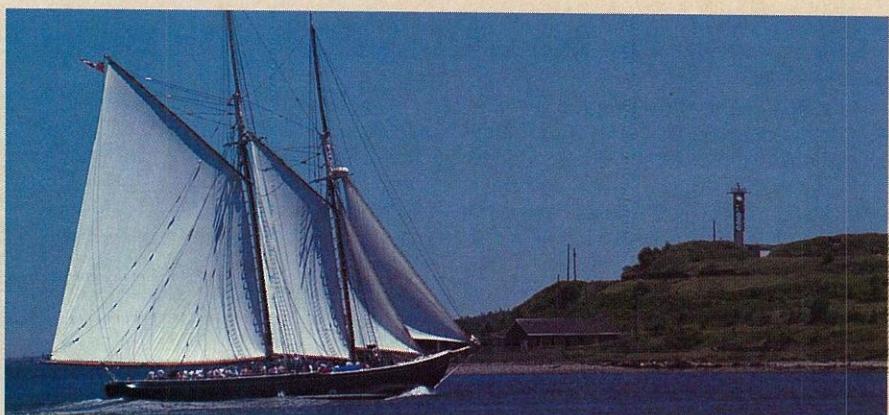
The Halifax waterfront is only a stone's throw away. Many cities stand next to the ocean, but in Halifax the ocean is uncommonly accessible. The inner harbor area is a dandy place to spot almost every kind of hull known in the North Atlantic, for Halifax is the headquarters of the Canadian navy's Atlantic fleet, a bustling shipping port, a major fish depot and home to four yacht clubs. Many historic waterfront buildings have been renovated into shops, and nightlife on the harbor jumps until the wee hours in the restaurants, bars and clubs that line Water Street and its surroundings.

Maybe the best taste of what the ocean has meant to Halifax is on the docks at the Marine Museum of the Atlantic (admission is free). The first floor is devoted largely to examples of small boat types, while the mezzanine area features relics of the days of high style on the great steamship lines. Contrasting rooms compare the Age of Sail and the Age of Steam.

Halifax should be beheld from the seaward side, for it was built to face the ocean. It's possible to partake of the romance by booking a harbor tour on the Bluenose II, which makes about 25 public sailings a season. The less historic but delightful schooner Mar II sails at least twice a day. Several other sightseeing tour boats leave from the area around the ferry dock at regular intervals. The 10-minute ride between Halifax and its sister city, Dartmouth (the oldest continuous saltwater ferry service in the world), is a perfect way to see Halifax's night skyline on the cheap.

The Dartmouth terminal also features an excellent restaurant. For a Saturday excursion, pick up picnic fixings at the farmer's market in Brewery Centre and hop a ferry for McNab's Island, known for its "wilderness" feel and walking trails to two old forts.

A longer excursion, this time by land,



Cape Sable symbolizes the modern sea fishing era: Fisheries Museum in Lunenburg

PATRICIA HARRIS

Hoist the Mizzenmast: Sailing into Halifax

It's a fair bet that more people have entered Halifax by water than any other means, and the city is still a major lure to pleasure cruisers plying the North Atlantic. Halifax itself has four major yacht clubs, including the Royal Nova Scotia Yacht Squadron, which joins the Boston Yacht Club to co-sponsor one of yachting's great races, the Marblehead-Halifax Biennial. All four clubs welcome visiting yachts and will share moorings, marina facilities and clubhouse privileges. Boatless sailors visiting Halifax also are welcome—there's always someone who needs an extra hand to fill out the crew.

Short-term tie-ups are available along the Halifax waterfront from the piers outside the Marine Museum of the Atlantic (in the slip between the HMCS Sackville and the CSS Acadia) all the way down to the public docks adjacent to Purdy's Wharf and the Sheraton Halifax. Boaters using Halifax as a Canadian port of entry must report to the Customs Office (call 426-2088) to file an Inward Report and receive a Cruising Permit Form E-99. As befits one of the great drydock cities of the world, Halifax has every conceivable repair and refitting service for power and sail. Gasoline and diesel fuel are widely available.

For tips on sailing Nova Scotia's Atlantic coast, check into the Sailing Forum (GO SAILING), also known as the On-Line Yacht Club or OLYC. This comradely electronic gathering of old (and young) salts meets every Tuesday at 9 p.m. EST for

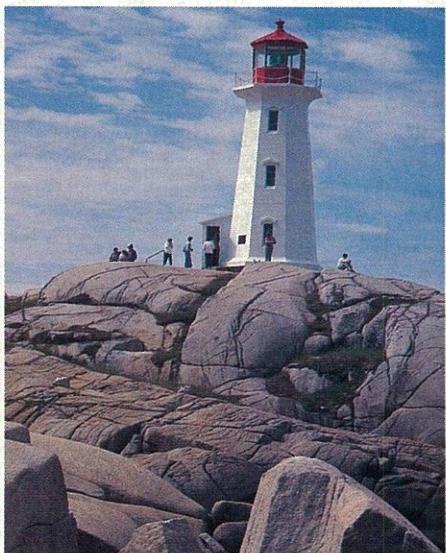
conferences. Some members hail from the Atlantic coast of Nova Scotia or have sailed its waters frequently.

The Sailing Forum functions as an international electronic clubhouse for sailors of all interests. The message boards usually hum with the kinds of discussions that animate any yachting lounge—debates about hull design, semi-tall tales of harrowing adventure, accounts of barefoot Caribbean cruises and questions about navigational or storm-tracking computer programs. Forum members are entitled to fly the OLYC burgee (that's a swallow-tailed ID pennant, for you landlubbers) and compete in all United States Yacht Racing Union events. Contact Purser Steve Garrison for details.

Software in the Sailing Forum libraries leans heavily toward Macintosh applications—partly a reflection of Apple's lead in developing navigational and other nautical tools. But DOS and Amiga hardware are also supported, and a number of useful (or simply entertaining) programs are available either as public domain or shareware. For example, in Library 2, "Seamanship and Safety," see MACHUR.SIT and STORM5.ARC for storm-tracking programs for the Mac and DOS machines, respectively.

The libraries also carry regular postings of Coast Guard and international navigational rule changes and advisories.

—PH & DL



PATRICIA HARRIS

Bouldered beacon is oft shot: Peggy's Cove

takes in an especially scenic segment of the Lighthouse Route. While most visitors work their way out from Halifax, ending up exhausted at day's end, it's a better bet to plan a two-day jaunt and head directly to Lunenburg, some 57 miles from Halifax by the main highway, Route 103.

Lunenburg is famed for its boat designs. The Bluenose rolled down the waterways here, and the town still builds some of

Canada's finest wooden boats. Lunenburg's picturesque, bustling docks are the home of the Fisheries Museum of the Atlantic, which has set aside one section of its operations as a working dory shop.

Kids adore the museum's aquarium, stocked only with commercially valuable fish (including eels and plug-ugly monkfish along with the more predictable cod and flounder). Memorabilia from inshore and deep-sea fish-

No More Hesitations: An Easier Eaasy Sabre

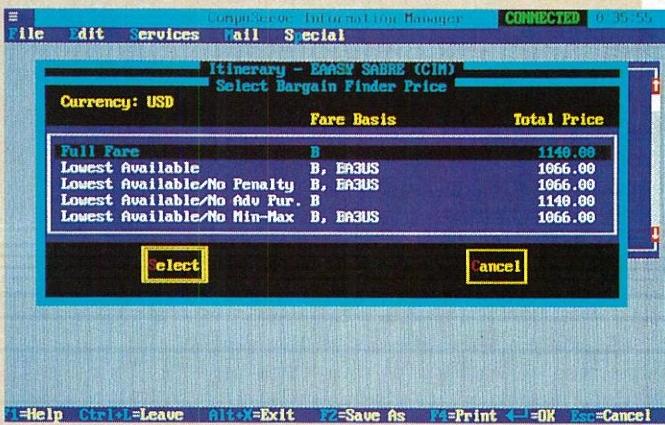
Life just got a bit easier for travelers who use CompuServe Information Manager, thanks to the release of Eaasy Sabre (CIM) (GO SABRECIM). The popular travel reservation system is the latest service to take advantage of CompuServe's graphics interface.

Eaasy Sabre (CIM) offers the same car, hotel and airline information as before, but in a greatly improved format. Eaasy Sabre (CIM) displays information in multiple windows, providing such travel information as available flights, fares, rental cars and hotels. In addition, members can scroll through pages of flights, fares and rules, making it easy to arrange a complex itinerary. Screen-specific help is available throughout the product.

The new service provides information about flights available for a specific (highlighted) fare. Eaasy Sabre (CIM) also allows users to search by selecting "Scheduled Flights," which includes all flights regardless of availability, or "Available Flights," which eliminates flights that are sold out or unavailable.

Popular features such as "Bargain Finder" and "Profile" remain the same. Bargain Finder automatically determines the least expensive fare classification for an itinerary. Profile permanently stores individual preferences ranging from dietary requirements to frequent flyer numbers and automatically uses the information when you make a flight, car rental or hotel reservation.

Yet another welcome change has been the substitution of "plain English" for the airline jargon that characterizes the non-CIM version. For example, CIM users need not remember an alphabet soup of city and airport codes, such as LGA for New York's LaGuardia Airport, although those who have memorized codes can continue to use them.



=Help Ctrl+Leave Alt+X=Exit F2=Save As F4=Print ←=OK Esc=Cancel

Airline schedules sans jargon: Eaasy Sabre

Use of Eaasy Sabre (CIM) and many other advanced CIM service upgrades is limited to users of DOS CIM version 1.32, Mac CIM version 1.51 or later editions. To find out how to order or upgrade to the latest version of the CompuServe Information Manager, GO CISSOFT.

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eries fill room after room of the former fish-processing plant. Anchored alongside the museum are two deep-sea fishing vessels open to touring—the schooner Theresa F. Connor and the steel-hulled side trawler Cape Sable.

Lunenburg boasts several restaurants (yes, the specialty is fish), an assortment of harborside cafés and a shopping district that's surprisingly upscale. The art galleries feature seascapes, whimsical folk art, Inuit bone carvings, and good local pottery and photography. At the end of the day, check into one of Lunenburg's excellent bed-and-breakfasts.

Next morning, head back up the coastal Lighthouse Route, looking for the eight lighthouses on the way back to Halifax.

The first major stop is the "pirate" town of Mahone Bay—infamous for its 18th-century privateers. Many fine craft shops that have sprung up in this boat-building and fishing village beckon visitors. Also, leave time to visit the modest Settlers Museum and Cultural Centre, which recreates early village life without recourse to flash and dazzle.

The most photographed lighthouse along the route—maybe in the world—stands in Peggy's Cove. The village hugs huge glacial boulders heaped up on the end of a peninsula with the lighthouse beacon at its tip. Small inshore fishing boats are moored in protected inlets, sheltered from the chaos of the North Atlantic just outside the harbor. Despite an influx of tourists, the serenity and tranquility of Peggy's Cove has proven as indestructible as the boulders on which the village stands.

The return to Halifax can be as direct or indirect as time and whimsy dictate. The Lighthouse Route returns immediately to the metropolis of 300,000, but tiny, sometimes single-lane roads meander back more slowly, passing by fishermen's houses in coves too small to support a village of any name. Look behind these little homes for the story of Nova Scotia—a path down to the shore, a mooring for a boat, and beyond them all, the open and majestic sea.

Patricia Harris and David Lyon are free-lance writers based in Cambridge, Mass.

Win Free Tickets

Access Eaasy Sabre (CIM) (GO SABRECIM) in December and win two free tickets from American Airlines to any destination in the continental United States. Select the contest option on the Eaasy Sabre (CIM) menu for rules on how to win, and register for a \$5 Eaasy Sabre (CIM) usage credit at the same time.

Eaasy Sabre (CIM) requires DOS CIM version 1.32 or Mac CIM version 1.51. GO CISSOFT for more information.

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(Survey 5/91)

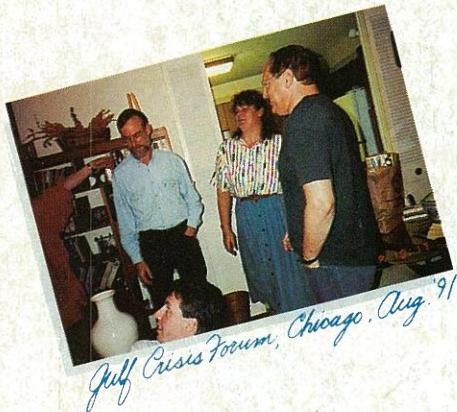
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by Cathryn Conroy



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▼
**Oldest Friends
You've Never Seen**
▼

A Place to Play
Sysop, p. 46



► Online forums defy time and space; their offline gatherings redefine amity among strangers.

It's all in the face. It's older (or younger) than you had imagined. Maybe it has glasses or a beard you hadn't envisioned. Meeting face to face with someone you have only conversed with electronically is always surprising. "Everyone has preconceived notions of what someone else looks like, and 100 percent of the time they'll be wrong," quips Robert McCarty of the Motor Sports Forum.

"While we know people well from what we learn about them online," says Ron Solberg, manager of the Public Relations and Marketing Forum, "we need face-to-face meetings to fill out the profiles we have of each other. In some ways, it's like meeting long-lost relatives or friends."

Some forum gatherings are mega-events, organized with precision and flair. Witness the annual Cancer Forum Kansas City Fish Fry and Stomp where people travel from the east and west coasts of the United States, although no one eats fish or dances. The CB Bashes are known for their originality and large attendance.

Most, however, are small get-togethers of 10 to 25 people meeting in a restaurant for dinner. PR Forum members choose upscale places—nice Italian restaurants with party rooms and waiters in white dinner jackets. Motor Sports Forum members meet under the stands at a race or at a nearby Pizza Hut.

Some forums take advantage of annual conventions or professional meetings. Members from the Desktop Publishing and Macintosh Forums, for example, get together at MacWorld, while the Genealogy Forum meets at the annual convention of the National Genealogical Society. Consumer Electronics Forum members meet at trade shows to explore the latest in gadgets. One year Bacchus Wine Forum members came from across the United States for a dinner follow-

ing a Napa Valley Wine Auction; the beer lovers in the forum meet at the annual American Homebrewers Association convention.

Then there are the spur-of-the-moment parties, dinners, picnics and even shopping sprees that occur when several members of a forum happen to be in a particular city at the same time. Los Angeles area ShowBiz Forum members recently met at a Pic' n Save to grab up bargains and have some fun at the same time. Photo Forum members once met in the Napa Valley for a picnic.

Parisian hospitality at its best is routinely offered by member Lambert Mayer who treats visiting "CISnicks," as he calls them, to drinks and lunch or dinner in a French restaurant. Mayer also arranges computer time for these visitors to check their CompuServe Mail messages. Although most gatherings are spontaneous, a few are planned, such as the one last summer when European members gathered in the City of Lights with one guest traveling from as far as Amsterdam. "Electronic networking is fantastic," says Mayer. "I have electronic friends in Australia, Tahiti, Japan, the United States and many other places."

The Wine Forum thrives on getting together as often as possible for wine-tasting parties. One such event took place in New York City's Chinatown where guests ate a 12-course Cantonese feast and experimented matching the food with 20 different wines. Members often bring special wines from their own cellars to share. Cooks Online Forum also has met in small groups from New Orleans to San Francisco with the focus (of course) on food.

Travel Forum members are experts at the impromptu meeting. When the travel bug bites and a member travels to another location, chances are there will be an impromptu dinner or, as they call them in the forum, a "real-life conference." For instance, Los Angeles resident C. Davey Utter left word he would be in New York City in September, so a few members from the area suggested



Cooks Forum, New Orleans, May '91



Foreign Language Forum, Chicago '91



Photo Forum
San Francisco
Spring '91

Racing Forum
Michigan Int'l. Speedway
Aug. '91



Same Time Next Year: Annual Events

Most forums offer impromptu parties and dinners, but some make it a point to meet annually. Here's a sampling. For more details, access the forum and leave a message for the forum manager.

Autodesk Forum (GO AUTODESK) meets for dinner in conjunction with CAD Camp, the annual late-summer convention for Autodesk dealers in the northern San Francisco Bay area.

Aviation Forum (GO AVSIG) meets at the Experimental Aircraft Association annual conference in Oshkosh, Wis., in July. Also meets in the spring in Santa Maria, Calif., for the annual AVSIG SMXgig. Most participants arrive in their own airplanes.

Bacchus Wine Forum (GO WINEFORUM) meets for dinner following the Wine Auction in June in the Napa Valley.

Borland International Forum (GO BORLAND) members and company employees meet in the summer at a California state park for a picnic and the presentation of recognition awards to the forum's technical support volunteers.

Cancer Forum (GO CANCER) members gather for their annual Fish Fry and Stomp in early June in Kansas City, Mo.

CB Forum (GO CBFORUM)/CB Simulator (GO CB) gatherings are legendary. Once a year members have a bash that captures the imagination of all that is CB—the Halloween Boo Bash. Other CB events include the annual Rhode Island CB Valentine's Day party; a February Hot Bash in Ft. Lauderdale, Fla.; snow skiing in Ottawa, Ontario, in midwinter; a riverboat cruise in Davenport, Iowa, held in July; as well as a Las Vegas Bash and Chicago Labor Day weekend party. For more information on CB get-togethers, check Cupcake's CB Society column (GO CUPCAKE).

Consumer Electronics Forum (GO CEFORUM) meets for dinner at the Consumer Electronics Show, in Las Vegas in January and in Chicago in June.

Cooks Online Forum (GO COOKS) has an annual get-together with varied locations and meeting times; members most recently met in the spring in New Orleans.

Desktop Publishing Forum (GO DTPFORUM) meets at MacWorld conventions (January in San Francisco, April in New York City, August in Boston, during 1992); the Seybold Seminar in San Jose in October; and other industry events. **Aldus Forum (GO ALDUS)** members also join in.

Foreign Language Forum (GO FLEFO) has an annual FLEFOvention. Location and times vary; held last summer in Paris.

Genealogy Forum (GO ROOTS) meets at the annual National Genealogical Society convention in the spring; location varies.

Macintosh Forums (GO MACINTOSH) have gatherings in conjunction with MacWorld conventions.

Motor Sports Forum (GO RACING) meets at various auto races, including the Indianapolis 500 in May and the Mid-Ohio Sports Car Race in June in Mansfield, Ohio.

Photography Forum (GO PHOTOFORUM) meets at Photo West in late spring in San Francisco, and at Photo East in late autumn in New York. The group also meets at the National Press Photographers Association Digital Imaging conferences in midwinter; location varies.

Public Relations and Marketing Forum (GO PRSIG) meets for dinner at the annual convention of the Public Relations Society of America in the autumn; location varies.

ShowBiz Forum (GO SHOWBIZ) meets for dinner at the annual Showbiz Expo West in Los Angeles and Showbiz Expo East in New York City; both take place in the spring.

UK Computing Forum (GO UKFORUM) meets every few months in and around London.

getting together. It quickly turned into a large bash as forum members from as far away as Baltimore, Philadelphia, the Catskill Mountains, and even Toronto and Vancouver decided to make the trip. Travel Forum members have even produced a printed member directory to assist them in locating each other for such meetings.

One 17-year-old girl asked online for advice concerning her trip from the United States to Japan. Not only did she get tips on which sights to see and the best restaurants, but another member, a college professor in Tokyo, took her in to live with his family. In addition, his class "adopted" her, giving her a tour of Tokyo she'll never forget.

Some forums have special names for their get-togethers, such as the Aviation Forum's "gigs," which occur all over the world. There are various types of gigs, according to Forum Manager John Galipault. "Nanugigs" are the smallest gatherings, as when a pilot announces he or she is flying into a certain city, and two or three members who live nearby meet in the airport for drinks or dinner. A gathering of five to seven pilots is a "minigig." The more planned and formal events, "maxigigs," may include dinner and a show or a spot-landing contest followed by an aviation lecture.

Literary Forum members have "LitGets," events that are planned online when one

member travels to another location on business or pleasure.

"Meeting old friends in person for the first time," says Wine Forum Manager Jim Kronman, leaves participants feeling different than when they arrived. In addition to the funny stories and happy memories, there is something more, something tough to describe but that forever changes online relationships. As Jenee Burns of the Cooks Online Forum says, "I take home the warmth and friendship of a real person—not just the typing of an impersonal computer."

Cathryn Conroy is a contributing editor of CompuServe Magazine. Her CompuServe User ID number is 70007,417.

by Robin Garr

Getting The Point

► Not a forum or CB, this online enigma ebb'd but wouldn't log off.

If you harbor a dream of taking charge of a structured, online discussion of a subject that interests you, drop in on The Point, one of the more unusual areas accessible through CompuServe, and start your own "mini-forum."

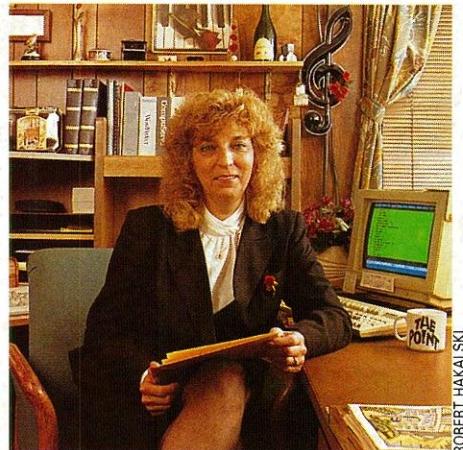
You'll find in The Point a welcoming community of online friends who'll not only help you start your "forum" (known here as a "topic") but also will eagerly participate in it.

The Point is a gateway service that uses

Participate® conferencing software to give individuals the power to create and control their own public and private topics about any subject.

"The main feature of The Point is user control," explains Cecile Raymond, The Point's system operator, who uses the nickname "Legato." "The best way for someone to become involved here is to moderate a topic."

Several hundred topics are currently active on The Point, with subjects ranging from popular music ("Classic Rock" and "The Folkal Point," among many) to the old clas-



Point users preside over topics: 'Legato'

sics ("A Touch of Class"), two-way radio ("The World of Ham Radio"), cookery ("Hackers Kitchen") and self-help ("Depression").

The Point is the current incarnation of one of the most popular features of The Source, an online network that merged into CompuServe in 1989. Its members persuaded CompuServe's management to continue the feature, called Participate (or Parti for short). Parti's membership gradually dwindled, however, prompting management to decide to close it.

But fueled by the enthusiasm of a few

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Pointers: A Quickie Tutorial

First logging on to The Point can be a little startling to CompuServe members, because the Parti software uses different prompts and commands than the familiar CompuServe forums. Once you've typed GO POINT or chosen "PARTICIPATE" from CompuServe's Communications/Bulletin Boards menu, you'll see the cursor blinking alongside a prompt like this:

Action ==> (Inbox)

Relax! Not only is Parti on The Point easy to learn and use, but help is never more than a few keystrokes away. Type "MENU" (don't forget the quotes!) at any prompt for a detailed Help menu.

Action ==> is simply Parti's prompt line, and the word in parentheses tells you exactly where you are in the system.

In addition to "MENU," the following commands, which work at any prompt in The Point, will help you navigate:

- "TOUR," which provides a quick tour of The Point, demonstrates the most common commands and the most popular topics.
- JOIN "WELCOME" gives you membership in the Welcome topic, where new members customarily introduce themselves.
- READ "WELCOME" 1, following JOIN "WELCOME," walks you through posting your first message.
- READ "HOT POINTS" 1 gives a list of the most active current topics.
- To join any topic of interest and read the introduction message, simply type its name in quotes at any prompt.
- Typing WRITE at any prompt places you in a "notebook" word processor, where you can leave messages. When you're finished, type .SEND "topic name" to post a message in a topic, or .SEND (recipient's name) to communicate directly with a member.

For a complete set of tutorials, choose "PARTICIPATE" from CompuServe's Communications/Bulletin Boards menu, then select "Instructions (FREE)." Even more detailed instructions are available on The Point in the Tutorial topic.

members, Parti refused to die. Led by Drew Ritter, a Philadelphia-area businessman and now president of The

Point Information Systems (known online as "The Fox"), they pooled resources, purchased a set of computers and modems as well as the rights to the Parti software, and set up an independent online message system to carry on the service. It became available to all CompuServe members via a "gateway," through which CompuServers can access it without additional online charges. (See "Pointers" on previous page for how to access and use The Point.)

Now, Ritter and Raymond say, The Point is going stronger than ever, and many of its enthusiastic members agree.

"Barbarian," a frequent participant whose sign-off logo vaguely resembles a medieval battle-ax, says he values The Point because it offers him a mixture of the best things about CompuServe's CB Simulator feature and its forums. "It's more freewheeling and personal, like CB," he says, "but it has the persistency and time for thought that a forum allows."

Although hundreds of users visit The Point for fun, Point operators note that its tailor-your-own-topic capabilities make it a natural for businesses, associations and government agencies that want to set up private, inexpensive ways to exchange messages, non-executable files, planning data and other business information.

The Professional Airways Systems Specialists (PASS), a national labor organization of specialists who work on the National Aerospace System's electronic networks, finds The Point a "vital and necessary tool" in communicating with its members, says Abby Bernstein, the group's administrative director.

For many members, though, the point of The Point is simply fun and friendship.

"Brooklyn Kitty," who uses her real name, Kitty Skrobela, when she navigates on CompuServe, says of The Point, "My family is here." Literally. When The Source merged into CompuServe, she says, the move united her with her mother, who had a Source account, and her brother, who was active on CompuServe. "Once we were all together, I opened a topic for the three of us," she says. They had such a good time chatting online that they soon persuaded her other brother and a niece to get modems, too.

"We've done all kinds of things here," Skrobela says. She and her family learned of an uncle's death and planned for his memorial online, as well as planning Skrobela's 50th birthday party. "It used to be that we'd go for months without being in touch," Skrobela says. "Now when more than a week goes by, someone starts to worry and calls the silent member. We're more in touch than we have been since we all lived together, some—er, well, more than 30 years ago."

And for some users, personal business on The Point is intensely personal. Parti has

PERSONAL BUSINESS

had a large number of support groups modeled after Alcoholics Anonymous, Weight Watchers, ToughLove (for parents of troubled teens) and Children of Alcoholics. "There have been active groups for parents, people whose parents died, people trying to quit smoking, people facing cancer and others too numerous to list," says one member, who sought anonymity to preserve

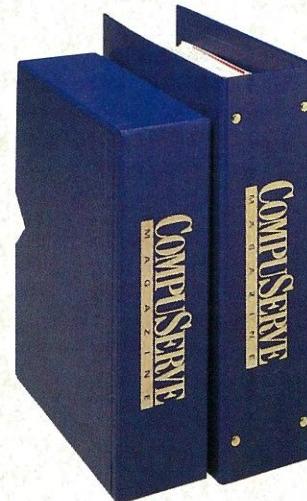
her privacy.

"All of them provided the same safe, holding environment and were instrumental in forming the unique personality of the caring community that exists in Parti on The Point today."

And that, online friends, is ... The Point.

Robin Garr, a writer who lives in New York, is associate sysop of CompuServe's Bacchus Wine Forum.

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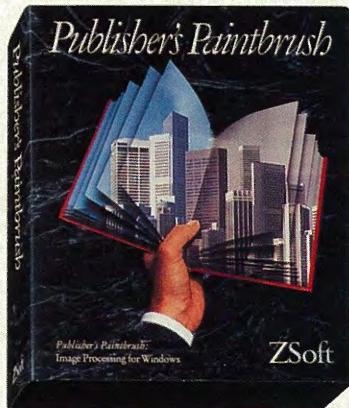
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Following are summaries of reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO commands listed at the end of each summary.

For additional *CompuServe Magazine/Online Today* reviews published during the past two years and illustrations of reviewed products, refer to the key-word-searchable buyer's guides in Libraries 5 and 6 of the OLT Forum (GO OLTFORUM). Use Section 5 of the OLT Forum message board for discussion and questions about the reviews and related products.



Graphics in Windows

Publisher's Paintbrush 2.0 (ZSoft Corp.), a full-featured paint and image program for Microsoft Windows, includes support for 24-bit color (16.7 million colors) and 256 shades of gray, and 42 image-manipulation tools. Reviewer William J. Lynott says the program is a notch above other DOS-based and Windows-based graphics programs and can compete with the best Macintosh programs. Lynott applauds the new features in this version and its extensive import and export capabilities, support for multiple fonts and scanner support.

For more information on the program, visit the Windows Third Party Applications B Forum (GO WINAPB). To read the review, GO OLT-5790.

New Macintosh Spreadsheet

Resolve (Claris Corp.), a System 7-savvy spreadsheet program for Macintosh computers, has several advanced features, including support for 32-bit color, spreadsheets with 1 billion cells, sound support and a powerful scripting language. Reviewer Anthony Watkins compares Resolve favorably to Excel 3.0 and says its full support of System 7 makes it an excellent productivity tool, although it lacks the multiple platform

support of other Macintosh spreadsheets.

For more information on Resolve, visit the Macintosh A Vendor Forum (GO MACAVEN). To read the review, GO OLT-5780.

Powerful Accounting for Business

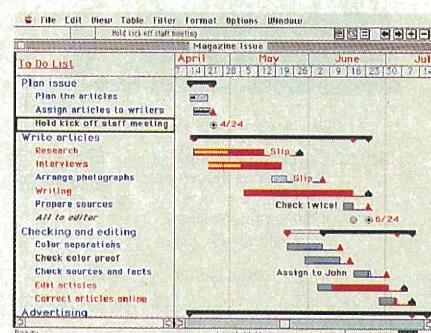
BusinessVision II (BusinessVision Management Systems Inc.) is a complete accounting system for small- and medium-sized companies using IBM computers. Included are a general ledger, accounts receivable and payable, inventory, payroll, order entry and billing modules. Reviewer Harry Green said the program is powerful and generally intuitive to use, and praised its comprehensive audit trail capability. He recommends the program for companies that sell merchandise and that can adapt to its accounting structure.

To read the review, GO OLT-5800.

Organize Your Address Book

Dynodex (Portfolio Systems) is a Rolodex-type database for IBM and Macintosh computers. It features a built-in phone-dialer, the ability to import and export text files, multilevel queries, and up to 5,000 characters of notes attached to each database entry. Reviewer Franklyn Jones says Dynodex does not quite qualify as a full-fledged database manager, but that it is much more powerful and useful than most simple Rolodex programs.

To learn more about the database, visit the Macintosh A Vendor Forum (GO MACAVEN). To read the review, GO OLT-5810.

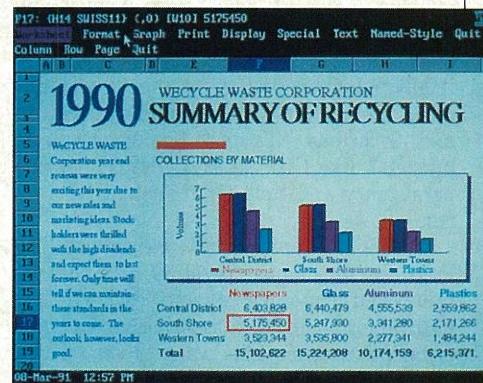


Managing Complex Projects

Project 1.1 (Microsoft Corp.), a project scheduling and management package for Macintosh computers, features both Gantt and PERT charts, data exchange with Microsoft's Excel spreadsheet and data interchange with the Windows version of the same product. Reviewer Anthony Watkins says Project has several features not available in competing programs but it also is missing some important features. He con-

cludes that Project is best suited to users who routinely have to manage very large and complex business projects.

For more information, visit the Microsoft Connection (GO MICROSOFT). To read the review, GO OLT-5820.



Next Generation Spreadsheet

Lotus 1-2-3 release 2.3 is the latest spreadsheet for IBM computers from Lotus Development Corp. As part of the "2-series" of 1-2-3 spreadsheets, its hardware requirements are modest. Reviewer William J. Lynott says there is nothing modest about the new spreadsheet's capabilities. He applauded several new features, including a graphical user interface, multiple fonts, new graphing capabilities and an "auditor" that helps verify the correctness of complex spreadsheets and formulas.

For more information, visit the Lotus Integrated Products Forum (GO LOTUSA). To read the review, GO OLT-5830.

Managing Your Memory

NetRoom (Helix Software Co. Inc.), a memory-management program for all IBM computers, can move network software and other background programs out of DOS memory and into extended or expanded memory. It provides flexible management of memory systems by using the capabilities of 286-NEAT chips, 386, 386SX and 486 computers. Reviewer Franklyn Jones applauds the program's flexibility, but suggests that much of the documentation may be too technical for some users. However, he says the program is useful for anyone who has more than 640K of RAM installed and wants to make sure that the memory is being used as efficiently as possible.

To read the review, GO OLT-5840.

Updated Database Manager

PC-File 6.0 (ButtonWare Inc.) is a database manager for IBM computers. Based on earlier popular shareware versions, this program features a much-improved user interface, a phone-dialer, and easy report and label generation. Reviewer Hardin Brothers says many of the improvements in this version are welcome, but also found several

problems with the program. He applauds the clear documentation and says the program is easy to learn, but adds that it needs more work to live up to the reputation of earlier versions.

For more information, visit the PC Vendor A Forum (GO PCVENA). To read the review, GO OLT-5860.



Compress Graphics Files

PicturePress 2.0 (Storm Technology) is a utility that can compress Macintosh graphics files to 1/40th of their original size or less. The program also has facilities for adding "thumbnail" images and text information to a graphics file for ease of retrieval. Reviewer Anthony Watkins compares PicturePress 2.0 to several downloadable utilities and finds that it is best suited to sophisticated users who need to transmit or store very large color images.

To read the review, GO OLT-5850.

Quality Graphs in Windows

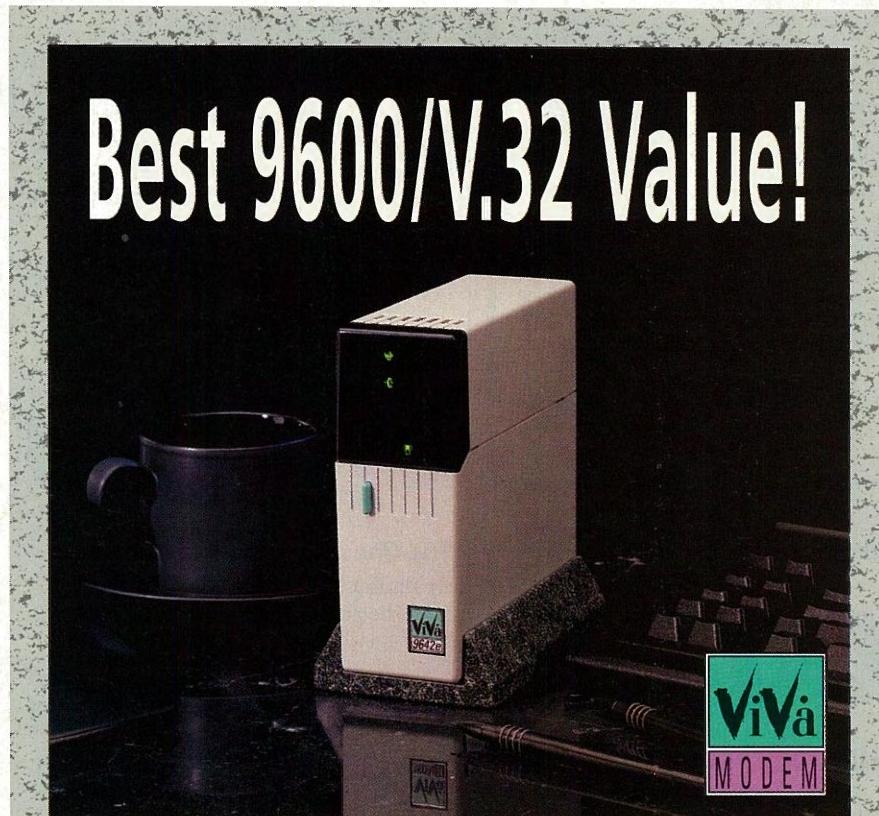
QuickGraph Plus (Sumak Enterprises) is both a Windows-based and DOS-based program for IBM computers that can create a wide variety of presentation graphs and charts. It can import data from a variety of sources as well as from the Windows Clipboard and produce a "slide show" to present the final results. Reviewer Franklyn Jones finds the program powerful and easy to learn and use, but criticizes its lack of support for color printers and color transparency output.

To read the review, GO OLT-5870.

Memorization Made Easy

Quiz Control version 1.1 (Quick Study Software) lets you create and study quizzes of any information that you want to learn on IBM computers. The program lets you create a database of information that it uses as the basis of both multiple-choice and fill-in-the-blank quizzes. Reviewer Christy Brothers found the program more useful than many educational and self-help programs because the user can add more information and more quizzes at any time.

To read the review, GO OLT-5880.



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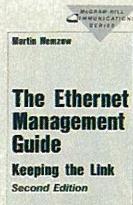
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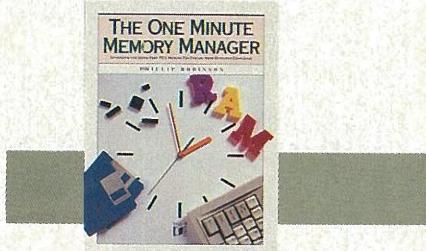
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Following are summaries of book reviews available for reading this month in *Online Today*. To read the complete reviews, use the GO commands listed at the end of each summary.

Peter Norton's Guide to UNIX

By Peter Norton and Harley Hahn
Bantam Computer Books, 1991
560 pages, \$26.95 (softcover)

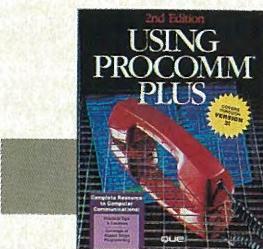
If you're looking for an introductory text on Unix, this is it. Praising the authors for cutting through the confusion surrounding this operating system, reviewer James Moran says this guide is simple and understandable from the first chapter and won't overwhelm the reader. *GO OLT-5730*



The One Minute Memory Manager

By Phillip Robinson
M&T Books, 1991
437 pages, \$24.95 (softcover)

Designed for those computer users who want to coax maximum performance out of the memory in their systems, this book is an authoritative reference that offers concisely written explanations, says reviewer William J. Lynott. *GO OLT-5710*



Using ProComm Plus (Second Edition)

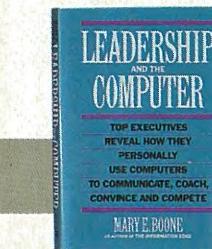
By Walter R. Bruce III
Revised by Alan C. Elliott
Que Corp., 1991
454 pages, \$24.95 (softcover)

Although this book is well-written and designed for easy reading, reviewer Richard Danca says he is hard pressed to find much information that is not in the program's documentation from Datastorm. *GO OLT-5720*

Jim Seymour's Productivity Bible

By Jim Seymour
Brady Books, 1991
437 pages, \$24.95 (softcover)

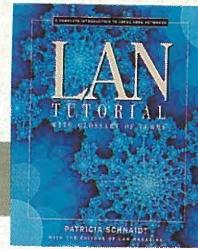
Loaded with practical advice and intelligent, engaging writing, this book is much like having a computer consultant at your side, says reviewer Robert Sanchez. It is especially handy for business users and contains dozens of tips on PC disaster prevention. *GO OLT-5730*



Leadership and the Computer

By Mary E. Boone
Prima Publishing, 1991
398 pages, \$24.95

Executives who are unaware of the benefits of technology are vulnerable to competitors who are computer proficient. This book shows how 16 executives have put technology to work. Reviewer Paul A. Gilster calls it a primer for management excellence. *GO OLT-5740*



LAN Tutorial With Glossary of Terms

By Patricia Schnaitt
Miller Freeman Publications, 1990
150 pages, \$24.95 (softcover)

Adapted from a series of tutorials published in *LAN Magazine*, this book covers a broad spectrum of local area network topics ranging from protocols to internetworking. However, reviewer Harry Green says topic discussions are too condensed for novices, while experts will learn nothing new. *GO OLT-5750*

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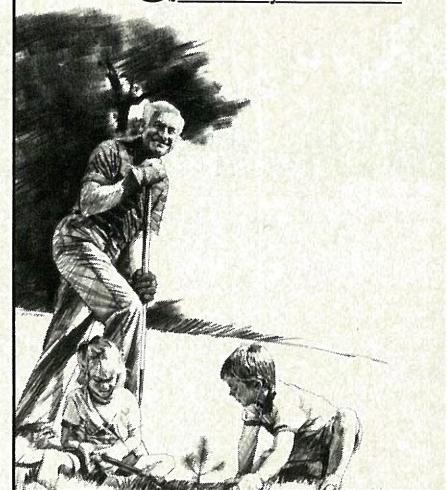
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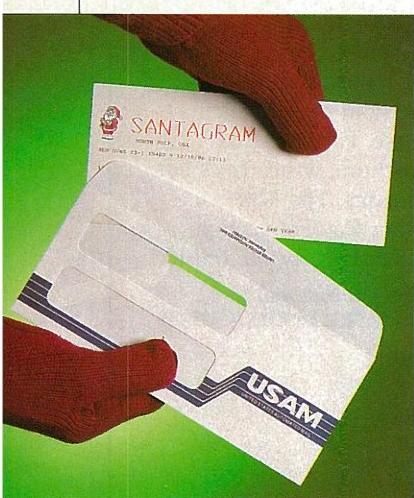
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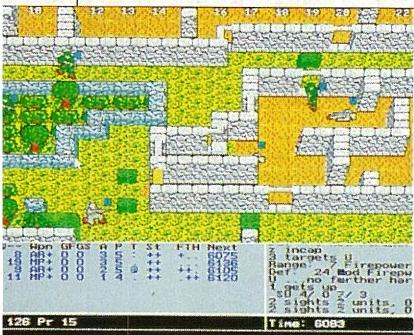
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UPDATE



Send Santagrams

Santagrams, printed letters written via CompuServe Mail, can be signed by Santa or you and delivered via the US Postal Service from North Pole, USA. Each letter has a red Santagram banner and Santa (as shown above) and can be as long as 88 lines. Santagrams cost \$2 each. GO MAIL



Enlist in *Sniper!* Tournament

The winner of the *Sniper!* new recruits tournament in December will receive a \$50 usage credit. *Sniper!*, CompuServe's multiplayer combat game set in World War II, has become more deadly with the introduction of Scope, a full-color graphics interface. Download the Scope program, game documentation and reference cards for \$2. Scope for DOS machines features full-color maps, pop-up command windows and optional mouse control. GO SNIPER

In Venezuela, South Korea and Taiwan, CompuServe provides support and many benefits to members. CompuServe C.A. Venezuela provides local dial-up access from Caracas for \$10 per hour during non-prime hours and \$15 per hour during prime hours. These surcharges are in addition to \$12.50 per-hour standard connect-time rates, monthly fees and other premium surcharges. CompuServe C.A. Venezuela also offers customer support and sales.

In South Korea, POS-Serve provides billing in local currency and maintains local language customer support. Korean members also have local dial-up access in eight Korean cities. POS-Serve is a service of POSDATA Company Ltd.

Members in Taiwan access CompuServe via local dial-up in seven Taiwanese cities. Network costs have been reduced to about \$32 (US) per hour. GO OQA-1060

Become eligible to win two free American Airlines tickets to any destination in the continental United States by accessing the Eaasy Sabre (CIM) interface during December. Also register for a \$5 usage credit. Eaasy Sabre (CIM) requires DOS-CIM 1.32 or Macintosh-CIM 1.51 or later. GO SABRECIM

First-time users of Health Database Plus will receive up to a \$5 rebate on surcharges incurred during their first session in December. Health Database Plus contains nearly 79,000 articles (most in full text) from 81 consumer-oriented health publications, such as *Prevention*. It also contains summaries, written for the layperson, of articles appearing in 83 medical journals, such as *The New England Journal of Medicine*. GO HLTDB

Shop for the perfect gift book and the \$2 search charge is waived in Books in Print and Book Review Digest during December. Search more than 1.5 million titles from nearly 22,000 publishers using Books in Print (GO BOOKS). Book Review Digest (GO BOOKREVIEW) lists excerpts of reviews for many of these books. The \$2 charge to review individual entries remains in effect.

Connect-time surcharges have been reduced from \$24 per hour to \$15 per hour for Computer Directory and Computer Database Plus until further notice. Search for computer hardware and peripherals from more than 8,500 manufacturers by using Computer Directory. Computer Database Plus contains more than 250,000 articles (most in full text) from more than 200 leading computer industry publications. GO COMPLIB

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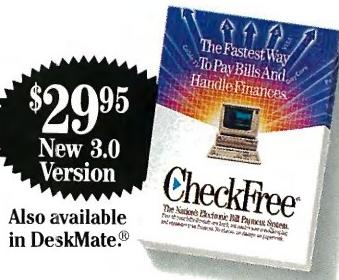
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